

OLIVIA COGGINS

Decatur, Alabama | 256-303-6539 | oliviacoggins32@gmail.com

LinkedIn: www.linkedin.com/in/olivia-coggins-051453377

Open to Relocation | Open to Travel | Onsite or Hybrid

BIOMEDICAL SCIENCES | HEALTHCARE | SCIENTIFIC OPERATIONS | CLIENT RELATIONS

PROFESSIONAL SUMMARY

Biomedical Sciences graduate with a Chemistry minor and professional experience spanning pharmacy operations, healthcare communication, scientific and forensic exposure, high-volume customer service and employee training. Currently serves as a Pharmacy Technician in an independent pharmacy processing more than 300 prescriptions per day, with responsibility involving medications, patient communication, healthcare provider coordination, purchasing, inventory, controlled substances and confidential health information. Previous Walt Disney World College Program Cast Member selected for Trainer responsibilities in a demanding guest-service environment. Brings a strong combination of scientific knowledge, accuracy, adaptability, communication, problem solving and relationship building to early-career opportunities in healthcare, science, laboratory support, pharmaceutical operations, client-facing scientific roles and related industries.

CORE QUALIFICATIONS

Biomedical Sciences	Training & Onboarding
Chemistry	Problem Solving
Healthcare Operations	High-Volume Operations
Pharmacy Operations	Relationship Building
Medication Knowledge	Confidentiality
Patient Communication	HIPAA
Healthcare Provider Communication	Controlled Substance Accountability
Scientific Laboratory Methods	Accuracy
Pharmaceutical Purchasing	Adaptability
Inventory	Team Collaboration

PROFESSIONAL EXPERIENCE

PAYLESS PHARMACY — Decatur, Alabama

Pharmacy Technician | July 2025–Present

Previously Pharmacy Clerk during summers beginning May 2022

- Support pharmacists and patients in an independent pharmacy processing approximately 300 or more prescriptions each day.
- Prepare labels, count and package medications and support prescription processing with a strong emphasis on accuracy and patient safety.
- Communicate with patients, physician offices, healthcare professionals and other pharmacies to obtain information, resolve concerns and support continuity of care.
- Handle HIPAA-protected patient information and confidential medication records within a regulated healthcare environment.
- Work directly with medications, including controlled substances, and identify and escalate potential counting, labeling or medication concerns.

- Assist with medication purchasing and inventory daily, including monitoring frequently used medications and considering product cost during ordering.
- Helped reorganize fast-moving medications following removal of the pharmacy's Parata automated dispensing system, improving access for technician workflow.
- Created a simple ordering-visibility process by recording order dates on stock bottles, helping employees identify medications already ordered and reducing the risk of unnecessary duplicate purchases.
- Help prioritize prescription workflow according to patient need, including patients waiting onsite, drive-through customers, deliveries and later pickups.
- Troubleshoot medication and workflow problems and frequently serve as a resource to coworkers regarding prescription status and pharmacy processes.
- Trained approximately three pharmacy technicians, helping new employees gain independence in basic medication counting and labeling responsibilities within several days.
- Promoted from Pharmacy Clerk to Pharmacy Technician and trusted with progressively greater medication and pharmacy responsibilities.

WALT DISNEY WORLD — DISNEY COLLEGE PROGRAM

Disney's BoardWalk Resort, Kissimmee, Florida

Quick Service Cast Member | Trainer | August 2024–May 2025

- Delivered efficient, high-quality guest service in a fast-paced resort environment serving approximately 400 to 1,000 guests per day, depending on location and volume.
- Worked across several operating locations and continually adapted to changing staffing, customer and operational needs.
- Resolved customer concerns, answered questions and maintained composure during difficult or high-pressure interactions.
- Selected to become a Disney Trainer, a responsibility Olivia reports was not typically assigned to College Program participants.
- Trained approximately 10 to 15 Cast Members across three work areas through an approximately two-week onboarding process.
- Frequently stepped into high-volume situations, assisted coworkers and helped redirect team resources where additional support was needed.
- Earned positive feedback from Disney leaders, coworkers and guests, including multiple Cast Compliments.

DAPHNE POLICE DEPARTMENT — Daphne, Alabama

CSI Intern | Approximately 60 Hours

- Shadowed a Crime Scene Investigator and gained exposure to approximately 20 to 50 investigations or evidence-processing activities.
- Learned basic latent fingerprint dusting, observed cyanoacrylate fuming and gained exposure to evidence packaging, storage and preservation.
- Learned crime-scene and evidence-photography principles and observed evidence markers, blood-spatter documentation and evidence transportation.
- Observed an active postmortem examination and evidence collection.
- Toured Alabama Department of Forensic Sciences laboratory areas involving DNA analysis, chemical analysis, firearms and toolmarks.
- Maintained confidentiality involving active and previous investigations.

EDUCATION

UNIVERSITY OF SOUTH ALABAMA | 2024, Cum Laude

Bachelor of Science, Biomedical Sciences | Minor in Chemistry

Selected Coursework:

General Chemistry I & II and Laboratories

Organic Chemistry I & II and Laboratories

Biochemistry I & II

Quantitative Analysis and Laboratory

Physics I & II and Laboratories

Pharmacology | Immunology

Human Genetics and Genomics

Microbiology in Healthcare

Introduction to Forensic Sciences

Forensic Anthropology

SCIENTIFIC & TECHNICAL SKILLS

Gas Chromatography/Mass Spectrometry

Equipment Exposure

PCR

Centrifugation

Microscopy

Pipetting

ELISA

Quantitative Chemical Analysis

General & Organic Chemistry Laboratory
Methods

Laboratory Safety

PioneerRx

Pharmaceutical Ordering Systems

Parata Pharmacy Automation Familiarity

Microsoft Office

Google Workspace

LICENSES & TRAINING

- Alabama Licensed Pharmacy Technician
- HIPAA Compliance Training
- Basic Laboratory Safety Training