

OLIVIA COGGINS

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PHARMACEUTICAL & MEDICAL SALES | HEALTHCARE RELATIONSHIPS

Biomedical Sciences graduate and Alabama Licensed Pharmacy Technician with direct experience working with medications, patients, pharmacists, physician offices and healthcare professionals. Offers hands-on pharmaceutical purchasing and inventory experience, drug-cost awareness, high-volume customer service and proven employee training ability. Strong communicator and problem solver seeking an entry-level pharmaceutical or medical sales opportunity. Open to relocation/travel.

CORE COMPETENCIES

Medication Knowledge | Healthcare Provider Communication | Patient Relationships | Purchasing | Inventory | Drug Pricing Awareness | Training | Customer Service | Problem Resolution | Relationship Building | Adaptability | High-Volume Performance

EXPERIENCE

PAYLESS PHARMACY | Decatur, AL | Pharmacy Technician | July 2025–Present

- Support pharmacists and patients in a pharmacy processing 300+ prescriptions daily.
- Communicate with patients, physician offices, other pharmacies and healthcare professionals to obtain information and resolve issues.
- Assist with medication purchasing and inventory daily, including evaluation of medication cost and product availability.
- Work directly with prescription medications and understand how price, inventory availability, patient needs and pharmacy workflow interact.
- Reorganized frequently used medications after removal of a Parata automated system and introduced order-date markings that improve purchasing visibility and help prevent unnecessary duplicate orders.
- Resolve patient concerns calmly and efficiently while maintaining confidentiality and professional boundaries.
- Train new pharmacy technicians and serve as a resource for medication-status and workflow questions.
- Promoted from Pharmacy Clerk to Pharmacy Technician.

WALT DISNEY WORLD | Kissimmee, FL | Quick Service Cast Member | Trainer | Aug. 2024–May 2025

- Delivered customer service to approximately 400–1,000 guests per day in fast-moving resort operations.
- Selected as a Disney Trainer and trained approximately 10–15 employees.
- Built relationships with customers from diverse backgrounds while resolving questions and concerns.
- Demonstrated flexibility, communication and calm performance during demanding, high-volume operations.

EDUCATION

University of South Alabama | B.S., Biomedical Sciences | Chemistry Minor | 2024, Cum Laude

Relevant Studies: Pharmacology | Biochemistry | Chemistry | Organic Chemistry | Immunology | Genetics & Genomics | Microbiology in Healthcare

CREDENTIALS & TECHNOLOGY

Alabama Licensed Pharmacy Technician | HIPAA Training | PioneerRx | Pharmaceutical Ordering Systems | Parata Familiarity | Microsoft Office | Google Workspace