

OLIVIA COGGINS

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Open to Relocation | Open to Extensive Travel | Onsite or Hybrid

PHARMACEUTICAL & MEDICAL SALES | HEALTHCARE RELATIONSHIPS | PHARMACY OPERATIONS

PROFESSIONAL SUMMARY

Biomedical Sciences graduate and Alabama Licensed Pharmacy Technician with direct experience working with medications, patients, pharmacists, physician offices and other healthcare professionals in a high-volume independent pharmacy environment. Brings hands-on knowledge of pharmaceutical operations, medication purchasing and inventory, drug-cost considerations, patient relationship management and prescription workflow, combined with exceptional customer-service and training experience developed at Walt Disney World. Known for learning quickly, solving problems calmly, adapting to changing operational needs and building positive relationships with patients, customers and colleagues. Seeking an entry-level pharmaceutical or medical sales opportunity that combines scientific knowledge, healthcare experience and strong interpersonal skills.

CORE QUALIFICATIONS

Pharmaceutical & Medication Knowledge	Healthcare Operations
Healthcare Provider Communication	Prescription Workflow
Patient Relationship Management	HIPAA & Confidentiality
Pharmaceutical Purchasing	Controlled Substance Handling
Medication Inventory	Adaptability
Drug Pricing Awareness	Conflict Resolution
High-Volume Customer Service	Team Collaboration
Training & Onboarding	PioneerRx
Problem Resolution	Pharmaceutical Ordering Systems
Relationship Building	

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 per day, developing firsthand understanding of pharmaceutical products, medication workflow and patient needs.
- Communicate daily with patients in person and by telephone to gather information, answer appropriate medication-related questions, resolve concerns and connect patients with pharmacists when clinical guidance is required.
- Communicate with physician offices, healthcare professionals and other pharmacies to obtain information and support continuity of patient care.
- Work directly with prescription medications through labeling, counting, packaging, medication pulls and prescription-processing activities while maintaining a high level of accuracy.

- Assist with medication purchasing and inventory every day, monitoring fast-moving medications and identifying products requiring reorder.
- Consider drug cost and pricing when purchasing medication, helping identify appropriate, more affordable purchasing options while ensuring the correct pharmaceutical product is obtained.
- Use PioneerRx and pharmaceutical ordering systems to support prescription processing, medication status, ordering and inventory workflow.
- Helped redesign inventory workflow after the pharmacy discontinued its Parata automated dispensing system, repositioning frequently used medications closer to the technician pull-and-scan area for easier access.
- Introduced a system of recording medication order dates directly on stock bottles, giving employees greater visibility into recent purchases and helping prevent unnecessary duplicate orders while reducing the risk of running out of frequently used medications.
- Help prioritize prescription workflow based on immediate patient needs, including patients waiting in the store, drive-through customers, deliveries, patients on the way and prescriptions needed later in the day or the following day.
- Resolve patient concerns by listening carefully, gathering accurate information and working toward an appropriate solution while maintaining professionalism during difficult interactions.
- Frequently serve as a resource to coworkers regarding medication status and pharmacy workflow and step into multiple responsibilities during understaffed or especially high-volume periods.
- Trained approximately three pharmacy technicians, helping new employees become independent in basic medication counting and labeling responsibilities within several days and building broader capability over time.
- Trusted to pull and process medications including controlled substances and assist with discrepancy resolution by retracing medication pull, count and packaging steps and reviewing pharmacy software when necessary.
- Promoted from Pharmacy Clerk to Pharmacy Technician after developing greater knowledge of pharmacy operations and patient service.
- Earned positive feedback from pharmacy leadership, coworkers and patients for reliability, flexibility, efficiency and accuracy.

WALT DISNEY WORLD — DISNEY COLLEGE PROGRAM

Disney's BoardWalk Resort, Kissimmee, Florida

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

- Delivered high-touch guest service in a consistently fast-paced resort environment serving approximately 400 to 1,000 guests per day, depending on location and volume.
- Worked across multiple service locations and responsibilities, requiring continual adaptability, rapid learning and teamwork.
- Built relationships with guests from diverse backgrounds and around the world while answering questions, resolving concerns and creating positive customer experiences.
- Maintained composure during demanding interactions, listening to customers, identifying the underlying concern and taking appropriate action to resolve problems.
- 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 operational areas, typically working with one or two trainees at a time through an approximately two-week onboarding process.

- Helped trainees learn policies, procedures and job responsibilities while using coaching and feedback to build confidence and independence.
- Frequently moved between roles based on operational need and stepped into high-pressure situations to support coworkers and keep service moving efficiently.
- Received positive feedback from coordinators, leaders, Disney executives and coworkers as well as multiple Cast Compliments.

ADDITIONAL RELEVANT EXPERIENCE

DAPHNE POLICE DEPARTMENT — Daphne, Alabama

CSI Intern | Approximately 60 Hours

- Shadowed a Crime Scene Investigator and gained exposure to law-enforcement investigations, forensic evidence procedures and confidential investigative information.
- Observed forensic evidence processing, laboratory operations and investigative procedures across approximately 20–50 cases or evidence-processing activities.
- Developed additional experience working appropriately with sensitive information in a professional, highly regulated environment.

EDUCATION

UNIVERSITY OF SOUTH ALABAMA | 2024, Cum Laude

Bachelor of Science, Biomedical Sciences | Minor in Chemistry

Relevant studies:

Pharmacology	Human Physiology
Biochemistry I & II	Immunology
General Chemistry I & II	Human Genetics and Genomics
Organic Chemistry I & II	Microbiology in Healthcare
Human Anatomy	Global Health

LICENSES & TRAINING

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

TECHNOLOGY

PioneerRx	Microsoft Excel
Pharmaceutical Ordering Systems	Microsoft PowerPoint
Parata Pharmacy Automation Familiarity	Google Workspace
Microsoft Word	Point-of-Sale Systems