

# LILYAN GARRISON

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## **SUMMARY:**

Former patient-oriented Pharmacy Technician seeking entry-level opportunities in the biotechnology field. Recently completed an immersive 8-week certificate program with Bioversity and the Massachusetts College of Pharmacy and Health Sciences, where I gained hands-on experience in lab operations and maintenance, experimentation, and professional development. Well-versed in preparing, filling and labeling medications as well as processing prescriptions and managing pharmacy inventory. Overall, I am a highly-motivated employee with a desire to take on new challenges. I deliver courteous patient support and exceptional inventory management. I am eager to apply my skills in various environments while working to immerse myself in the biotech industry.

## **SKILLS:**

**Lab Operations:** Ability to provide wide range of operations supports, close attention to detail, and follow appropriate procedures.

**Regulatory Knowledge:** Highly familiar with healthcare regulations, HIPAA, FDA Drug and Safety Guidelines, medication dispensing and insurance verification.

**Communication:** Experience in third party billing with insurance carriers' and hospital specific systems.

**Customer Service:** Adept at both written and oral communication and excellent customer resolution skills.

**Team Collaboration:** Strong organization and time management skills enable me to pitch in and help others.

## **PROFESSIONAL EXPERIENCE:**

Certified Pharmacy Technician, Boston Children's Hospital  
Brookline, MA

Sept. 2016- Jan.2018

Pharmacy Technician, CVS  
Boston, MA

Jan. 2014-Sept. 2016

Insurance Representative, Bay State Select  
Boston, MA

Mar. 2008-Dec. 2008

Payment Processing Specialist, Brigham and Women's Hospital  
Boston, MA

Nov. 2001-Sept. 2006

## **Education:**

Bioversity & Massachusetts College of Pharmacy and Health Sciences  
*Biotech Career Foundations, Certificate of Completion, Expected Feb. 2024*

Jan. 2024 – Feb. 2024

CVS/Pharmacy-Pharmacy Tech Training Program  
Boston, MA

August 2014

Roxbury Community College-Completed Courses in Biological Sciences  
Roxbury, MA

Dec. 2011

