**Blake, Victoria E**

314-537-1111 | vicki26@ymail.com

\_\_ **Professional Summary**

· Experienced in developing customer relationships. Motivated and detail-oriented; decisive and committed to professional growth and opportunity. Strong work ethics and ambitious of the knowledge of behaviors among people.

**Experience**

**Cigna/Express Scripts** St. Louis, MO.

**Eligibility RepresentativeJuly 2022-Present**

* Ensure services are covered under insurance coverage and talk to patients about their deductibles, co-payments, and authorizations
* Research issues on benefits coverage with pharmacist and doctors' office and provide guidance to our patients about medication coverage.
* Handling multiple requests at any given time as well as documenting information from your conversations in our computer system

***Physician Response Team*** *(PRT)* **August 2020-July 2022**

* PRT makes outbound calls to physician offices for prescriptions requests that have not been responded to after the medication has been converted or renewed thru Home Delivery.
* PRT will request a 90-day supply with up to 3 refills via e-scribe, verbally, or fax.

***Prescription Benefit Specialists* April 2018-August 2020**

* Handle inbound calls and facilitate outbound calls from/to Patients inquiring about Home Delivery benefit.
* Explain the advantages of Home Delivery prescription services (mail order).
* Identify patient needs and present savings and convenience of receiving medications via Home

Delivery.

* Accurately complete and document patient interactions and transactions in databases.

***Pharmacy Technician* January 2016-April 2018**

* Accurately preparing prescription orders
* Support pharmacists decision making
* Interpret prescriptions, count meds, and work with patient needs
* Demonstrate organizational skills and be detail oriented

***Shift lead*, Walgreens 2003-2016** St. Louis, MO.

* Was promoted multiple times from Customer Service Associate to Shift Lead
* Ensured excellent customer experience and leadership through communication and teamwork
* Coached on warehouse and vendor orders, and operated open/close store functions
* Assisted with pharmacy staff and supported store management

***Control Desk Associate*, Centennial Commons 2010-2011** St. Louis, MO.

* Responsible for membership sales, program registration, minimal facility reservations
* Follows established cash handling procedures
* Operate recreation software and regular office equipment in an effective manner

# Education

**Bachelor of Arts | University of Missouri-St. Louis**

Major: Psychology | Minor: Business Administration

Related coursework: General Psychology, Psychological Statistics, Research Methods

**Associate of arts |ST. LOUIS community college of Florissant valley**

Major: Business Administration

Related coursework: Basic Marketing, Managerial Accounting, Computers & Information Systems