

Jeanne Ngo Mai

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EDUCATION

University of California, San Francisco

Doctor of Pharmacy Candidate

Expected 00/20xx

University of Savannah, Georgia

Bachelor of Science, Pharmaceutical Chemistry

00/20xx

PHARMACY WORK EXPERIENCE

Name of Department: Name of Institution, City, State Abbreviation

00/20xx – Present

Preceptor: Name and Degree

- Provide a description of your role and responsibilities. Start with a strong active verb and consider using the ACE formula. To add more depth to your clinical experiences, consider adding the following points of descriptive text:
 - Setting (e.g., community clinic, hospital, nonprofit)
 - Patient populations (e.g., culturally diverse patients, Spanish speaking patients)
 - Clinical issues (e.g., issues related to diabetes, women's health, hypertension)
 - Clinical skills and responsibilities (e.g., triage, assessment, counseling)
 - Teams you were working with (e.g., consulting with social workers, collaborating with nurses and doctors)

CVS Pharmacy, San Francisco, CA

00/20xx – Present

Pharmacy Intern / Preceptor: Rosetta Stone, Pharm.D.

- Conduct patient care calls to remind patients of medications on file and improve adherence
- Administer vaccinations and provide medication counseling to patients
- Prepare, dispense and refill prescription orders using RX-Connect system
- Resolve prescription-related issues including insurance claims and prior authorizations
- Manage pharmacy inventory, floor stock, and OTC medications
- Utilize Spanish skills to build trust with predominately elderly immigrant Latino patients

Walmart Pharmacy, North City, CA

00/20xx – 00/20xx

Pharmacy Technician / Supervisor: George Smith, Pharm.D.

- Processed prescription information into Walmart's pharmacy program Connexus
- Filled prescriptions, managed inventory, and accurately processed and filed patient data
- Identified at-risk populations for immunizations and health screenings
- Developed and implemented a set of vaccination screening questions to provide health services to diverse patients at community health fairs

ADVANCED PHARMACY PRACTICE EXPERIENCE

Infectious Diseases: Lake Tahoe General Hospital and Trauma Center, CA

00/20xx – 00/20xx

Preceptor: Kizzmekia Korbit, Pharm.D.

- Evaluated antimicrobial therapy and formulated recommendations during rounds for the infectious diseases consult team carrying 10-20 patients daily
- Formulated initial dosage of vancomycin or aminoglycosides and performed pharmacokinetic calculations to adjust and optimize therapy

- Performed a thorough literature review on XYZ medication dosing in skin and soft tissue infections and prepared a comprehensive document summarizing the results and formulated recommendations

Outpatient/Community: Yellowstone Community Clinic, CA 00/20xx – 00/20xx

Preceptor: Jonas Salk, Pharm.D.

- Evaluated medication refill requests, counseled on new medication fills, and documented patient interventions in the electronic medical system
- Operated the automated medication dispensing and storage systems to process prescriptions for window pick-up and mail delivery
- Redesigned and upgraded the daily management systems huddle board for the outpatient and inpatient pharmacy

Hospital Operations: Grand Canyon Children’s Hospital, CA 00/20xx – 00/20xx

Preceptor: William Procter, Pharm.D.

- Participated in the production and distribution of medications by working with technicians, pharmacists, and administrators at the main inpatient pharmacy
- Completed quality assurance projects such as updating the chemotherapy extravasation medication supplies kit and compiling a list of all pre-mixed IV bags with their concentrations

Ambulatory: El Capitan Hospital, Yosemite Valley, CA 00/20xx – 00/20xx

Preceptor: Neil deGrasse Tyson, Pharm.D.

- Performed pharmacotherapy initial assessments and provided therapy modification recommendations for an inpatient medicine team carrying 10-20 patients daily
- Monitored vancomycin and anticoagulation therapy under the clinic’s pharmacy protocol and performed pharmacokinetic calculations to adjust and optimize therapy
- Provided patient education at discharge, including high-risk medications such as warfarin and insulin

TO BE COMPLETED

- **Community Systems/Practice:** Walgreens, San Francisco, CA
- **Managed Care:** WellHealth, Yellowstone, CA
- **Acute Care:** Kaiser San Francisco, CA
- **General Medicine:** Stanford Healthcare, Palo Alto, CA

CLINICAL PRESENTATIONS

“Urinary Tract Infection in Diabetes”

- Presentation of the prevalence, etiology, complications, and treatment of UTI in diabetic patients to pharmacy students and preceptors. UCSF General Medicine Clinic. 00/20xx

“Effects of Stress Ulcer Prophylaxis with Proton Pump Inhibitors vs Histamine-2 Receptor Blockers on In-Hospital Mortality Among ICU Patients Receiving Invasive Mechanical Ventilation (PEPTIC)”

- Journal club presentation to clinical pharmacists and pharmacy students. UC Davis Medical Center, Sacramento. 00/20xx

“Siponimod Drug Monograph”

- Drug monograph presentation to a panel of clinical pharmacists and pharmacy students. UCSF Medical Center. 00/20xx

INTRODUCTORY PHARMACY PRACTICE EXPERIENCE

Concentrated Health Systems: South Lake Tahoe Medical Center, CA 00/20xx – 00/20xx

Preceptor: Cosmo Kramer, Pharm.D.

- Performed medication histories and conducted discharge medication counseling to culturally diverse patient population in an inpatient pharmacy setting
- Collaborated with pharmacists to analyze data and outline quality improvement strategies related to the use of medication ABC in an acute care setting

Longitudinal Health-Systems (LHS): El Capitan Medical Center, CA

00/20xx – 00/20xx

Preceptor: George Costanza, Pharm.D.

- Conducted patient interviews and obtained accurate medication histories of new and Transitions of Care patients
- Supported healthcare team on tobacco cessation-related services, including advising patients on smoking cessation and assessing their readiness to quit

Community Pharmacy: Yosemite Valley Pharmacy, CA

00/20xx – 00/20xx

Preceptor: Elaine Benes, Pharm.D.

- Administered immunizations, dispensed medications, and communicated information regarding prescription and non-prescription medications to customers in fast-paced retail pharmacy setting
- Created and implemented a strategy to promote wellness services at pharmacy, resulting in increasing customers' knowledge and access to resources that support their health-related needs

PHARMACY RESEARCH

Institution, Name of Department

00/20xx – 00/20xx

Advisor: Name and Degree of advisor/PI

Title of Study

- Provide an overview of the project focus
- Include the main responsibilities related to the research
- Briefly describe the outcomes resulting from your research (manuscript in preparation, poster presentation, etc., if applicable)

Discovery Project - Dr. Kathy Bates Laboratory, UCSF

00/20xx – 00/20xx

Preceptor: Dr. Kathy Bates, Pharm.D

Study: Potential Drug-Drug Interactions Related to Breast Cancer Resistant Proteins

- Studying the Breast Cancer Resistance Protein (BCRP) efflux transporter and identifying its biomarkers and potentially predict drug-drug interactions related to this transporter
- Collaborated with graduate students and scientists in different areas, such as writing consent forms, protocol modifications, IRB submissions, and literature searches
- Communication with clinical trials administration team at UCSF and coordination of the clinical trial from participants recruitment to the analysis of the data

LEADERSHIP AND MENTORSHIP

PhAMLI Mentorship Program, UCSF

00/20xx – 00/20xx

Mentee Recruiter/ Coordinator

- Co-led recruitment of over 200 students from underserved high schools in Bay Area to participate in UCSF's student-run pre-health and college counseling program

Mentor

00/20xx – 00/20xx

- Provided one-on-one mentoring to first-generation undergraduate students with career aspirations in pharmacy education, drug development and the health care industry

ADDITIONAL SKILLS

- **Language:** Fluent in Spanish; capable of using in pharmaceutical setting
- **Technology:** Apex, EPIC, NexGen, Microsoft Office