

QUALIFICATION SUMMARY

First year UCSF pharmacy student with excellent **customer service**, **teamwork** and **presentation** skills developed through experience in both pharmacy and corporate environments, with Spanish language skills.

EDUCATION

Doctor of Pharmacy Candidate

University of California San Francisco, CA (*Expected Graduation Date, 0000*)

Bachelor of Science, Electrical Engineering

University of Kentucky, Louisville, CA (0/00) Magna Cum laude, GPA=3.5

PHARMACY/COMMUNITY HEALTH EXPERIENCE

Development Chair

Louisville, KY

University of Kentucky, Community Health Interest Group

October 0000 - 0000

- Collaborated with 24 pre-med and pre-pharmacy students to provide 6 free 30 minute outreach and education presentations on smoking cessation for teens in high schools and community centers.
- Wrote grant proposals and solicited private donations from alumni, raising more than \$4500 for the Student Health Interest Group committee to provide services to children.

Pharmacy Volunteer

Louisville, KY

Walgreen's Pharmacy

May 0000 - August 0000

- Provided in-store information to customers in a community pharmacy, serving a primarily Spanish-speaking population.
- Learned to respond effectively to multiple customer requests in this high-volume, high service environment.

CUSTOMER SERVICE EXPERIENCE

Customer Service Engineer

San Francisco, CA

Gemini 8 Electronics Testing Corporation

July 0000 - May 0000

Developed materials for and delivered more than 100 customer training seminars for groups of up to 150 customers. Was commended by top management for my excellent customer service skills.

- Trained corporate sales representatives who were not engineers, condensing extremely complex technical information into understandable concepts.
- With team of engineers and executives dispersed throughout North and South America, resolved difficult technical problems for customers who were working remotely on field-installed equipment.

SCHOLARSHIPS

- **Microsoft Scholar**, nationally competitive award, given to student exhibiting academic achievement and service, 0000
- **Boeing Scholar**, Full academic scholarship, awarded to the top 5% of engineering students nationally, 0000
- **Outstanding Electrical Engineering Student Award**, University of Kentucky, 0000

LANGUAGES: Fluent in Spanish