

Adam Shazada

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Professional Summary

Dynamic, dedicated and results-oriented professional with a proven record of success. Skilled in exceptional customer service, tech savvy, critical thinking, collaboration, and mentorship. Committed to excellence, with strong communication and organizational abilities. Fast learner. Eager to contribute to my experience with a forward-thinking organization, seeking opportunity to learn new skills/growth.

Skills

Technical Skills:

- Microsoft Office 365/Teams/Outlook
- Knowledgeable in networking fundamentals, security protocols, and cloud concepts.
- Familiar with basic scripting (PowerShell, Bash) and automation tools.
- Proficient in hardware installation, troubleshooting, and system upgrades.
- Experienced in diagnosing technical issues and providing customer support.
- Customer service Management, leadership, administrative skills, organization and time-management abilities

Professional Qualities:

- Tech-savvy
- Problem solving and critical thinking skills
- Cyber security awareness, upholding data security and best practices
- Ability to maintain composure and customer focus while troubleshooting and solving technical issues
- Excellent verbal and written communications skills
- Success in team environments, demonstrating shared responsibility and accountability with other team members
- Fast learner and adapting to organizational/ company culture

Experience

PHARMACY SUPPORT | RIVERVIEW PROFESSIONAL PHARMACY | AMHURST, NEW YORK.

January 2024 – Present

- Assist customers by answering questions, providing basic information about medications, and addressing concerns under the guidance of a licensed pharmacist.
- Receive and process prescription orders, verify details, and ensure accuracy before medications are dispensed. This may involve inputting patient information into the system.
- Assist with the preparation and packaging of medications, including labeling and verifying dosage instructions.
- Handle phone calls, process prescription refills, maintain patient records, and ensure compliance with healthcare regulations and pharmacy policies.
- Ensure adherence to pharmacy laws, safety regulations, and hygiene protocols to prevent medication errors and ensure patient safety.
- Work closely with pharmacists and other team members to provide optimal care for patients and assist in daily operations.
- Provide basic guidance to patients on proper medication use and storage, while referring more complex inquiries to a licensed pharmacist.

PHARMACY TECHNICIAN | RITEAID | DEPEW, NEW YORK.

January 2023 – Dec 2023

- Entered prescription information into a variety of insurance systems and verified coverage and eligibility
- Provided administrative support by answering phones, routing calls, and taking accurate messages in a courteous and professional manner
- Organized a high volume of prescriptions and ensured timely and accurate dispensing
- Maintained inventory of medications and supplies and alerted pharmacist of any shortages or discrepancies

- Demonstrated excellent communication and interpersonal skills with customers, colleagues, and supervisors
- Followed all safety and compliance protocols and regulations for pharmacy operations

TRAVEL AGENT | 7 SEAS TRAVEL AGENCY | BROOKLYN, NEW YORK.

March 2020 – November 2022

- Coordinate travel arrangements for both business and leisure clients
- Assess client requirements and preferences, including scheduling and budget considerations
- Develop customized tour packages, excursions, and day trip itineraries
- Source optimal fare and scheduling options
- Perform cost calculations for comprehensive travel plans
- Facilitate the rescheduling of missed flights when necessary

Education

Punjab College of Business: *Bachelor of Business Administration (BBA)*

Certifications

**SALES TECH PROFESSION CERTIFICATION |
GOOGLE IT SUPPORT CERTIFICATE | UNIVERSITY AT BUFFALO
SALESFORCE ASSOCIATES CERTIFICATE| SALESFORCE
CYBERSAFE CERTIFICATION | CERTNEXUS | TROCAIRE COLLEGE
COMPTIA A+ CERTIFICATION | COMPTIA | TROCAIRE COLLEGE
PHARMACY TECHNICIAN CERTIFICATION | PTCB
INCOME TAX PREPARER CERTIFICATION (H&R BLOCK)**