

Grace Dianne Amacio

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SUMMARY

Licensed Pharmacist with over 3 years of experience in community and retail pharmacy operations. Recently trained in Medical Virtual Assistance, medical scribing, and prior authorization. Skilled in EHR documentation, patient coordination, insurance verification, and telemedicine support. Seeking to leverage healthcare knowledge and administrative skills to support healthcare providers remotely as a Medical Virtual Assistant.

WORK EXPERIENCE

June 2023 – October 2025

Store Pharmacist *Watsons Personal Care Stores Philippines*

- Oversaw daily pharmacy/store operations, ensuring efficient workflow and compliance with regulations.
- Mentored 2 new pharmacists on clinical protocols, regulatory compliance, and best practices.
- Supervised and trained pharmacy technicians, ensuring accuracy and compliance.
- Conducted performance evaluations and provided constructive feedback to staff.
- Achieved a 100% Retail Operating Standards Audit Compliance rating.
- Improved shrinkage management ratings from 94% to 100% through enhanced monitoring and controls.
- Reviewed monthly sales performance and implemented strategic sales activities to achieve sales targets.

May 2022 – June 2023

Community Pharmacist *Farmacia ni Dok*

- Managed day-to-day pharmacy operations.
- Monitored and controlled inventory to minimize losses and ensure accurate stock levels.
- Ensured compliance with regulatory standards while maintaining efficient inventory flow.

August 2021 – May 2022

Community Pharmacist *The Generics Pharmacy*

- Supervised pharmacy operations and ensured compliance with pharmacy regulations.
- Dispensed medications and monitored patient medication compliance.
- Provided patient counseling on proper medication use and safety.
- Increased store sales performance by 25% through improved customer service and product recommendations.
- Ensured 100% compliance with legal and regulatory pharmacy requirements.

EDUCATION

June 2014 – March 2020

Bachelor of Science in Pharmacy Our Lady of Fatima University, Valenzuela City

LICENSES AND CERTIFICATIONS

Licensed Pharmacist, 2021 – Professional Regulation Commission

Medical Scribing

Medical Virtual Assistance

Prior Authorization

Phone Handling

TECHNICAL SKILLS:

Electronic Health Record (Practice Fusion)

Microsoft Office (Word, Excel, PowerPoint)

HIPAA Compliance

Google Workspace (Calendar, Sheets, Docs)

Canva

HEALTHCARE & ADMINISTRATIVE SKILLS

Medical Billing Basics

Prior Authorization Processing and Insurance Verification

Appointment Scheduling and Calendar Management

Patient Follow-ups and Care Coordination

Medical Scribing

Prescription Review and Medication Counseling

Phone Handling and Patient Communication