

# AMANDA M. SANTEE

502 NE 5<sup>TH</sup> STREET • ANKENY, IOWA 50021 • (641)420-2179  
9125 UNIVERSITY AVENUE #5 • CEDAR FALLS, IA 50613 • SANTEE@UNI.EDU

## SUMMARY OF QUALIFICATIONS

---

- Strong customer service skills and perfect attendance at past employers.
- Ability to follow written and verbal instructions.
- Can work independently and complete tasks without being supervised.

## EMPLOYMENT

---

09/06-Present      Hy-Vee Pharmacy      Cedar Falls, Iowa

### **Pharmacy Technician**

- Operate and answer telephone lines
- Assist pharmacists in preparing prescription drugs for dispensing
- Enter prescription and patient information into computers
- Provide prompt, efficient and friendly service to customers
- Prepare and submit insurance claims
- Assisting customers in locating products
- Gather patient information required to prepare prescriptions
- Keep pharmacy supplies well-stocked and log invoices

05/03-09/06      Hy-Vee Drugstore      Mason City, Iowa

### **Sales Clerk**

Pharmacy Clerk, One-hour Photo Technician, Customer Service associate

- Greet customers in a friendly manner
- Work with co-workers as a team to ensure customer satisfaction
- Check in products, put products away, and review invoices
- Assist customers by escorting them to the products they're looking for
- Work in customer service department and assist with returns and any customer problems

## EDUCATION

---

2006-Present      University of Northern Iowa, Cedar Falls, IA  
Bachelor of Arts Degree Major: Graphic Communications  
• Graphic Communications Club

2004 - 2006      North Iowa Area Community College, Mason City, IA  
Associate of Arts Degree

## REFERENCES

---

Available on request.

# AMANDA M. SANTEE

502 NE 5<sup>TH</sup> STREET • ANKENY, IOWA 50021 • (641)420-2179  
9125 UNIVERSITY AVENUE #5 • CEDAR FALLS, IA 50613 • SANTEE@UNI.EDU

## REFERENCES

Carson Bartels  
2121 Hickory Lane  
Cedar Falls, IA 50613  
Hm (319)266-0594  
Wk (319)273-2561

Mary Adams  
413-23<sup>rd</sup> Street SW  
Mason City, IA 50401  
Hm (641)423-9450  
Wk (641)423-2849

Ann Sissel  
1438-9<sup>th</sup> Street SE  
Mason City, IA 50401  
Hm (641)421-8363  
Wk (641)424-6150 Ext. 328