

Emmanuel Reyes Santiago

Registered Nurse - Healthcare specialist

Warrens, WI 54666

emmanuelreyes62_ap3@indeedemail.com

(939) 219-1354

Healthcare professional with over 9 years of experience in the Pharmacy clinical department. Worked from one of the most renowned nationwide chain pharmacies in Puerto Rico to the manufacture of retail prescription drugs from the biggest compounding pharmacy in New York City. I've developed as a case manager representative for MMM, the highest rated insurance company ever achieved among Medicare advantage plans in Puerto Rico with 4.5 out of 5 stars rating. I developed for the VA healthcare system in Tomah, WI as a Registered Nurse on a medical surgical rehabilitation and Skilled care unit. Currently I am Actively seeking to continue my career growth in the Nursing industry as Registered Nurse. The company could utilize my strong background in clinical case management, clinical practice, supervisory experience, nursing education and exceptional administrative skills to benefit mutual growth towards success.

Work Experience

Health Insurance Specialist and Case Management in the following departments

MMM Healthcare - San Juan, PR
December 2017 to Present

San Juan Puerto Rico 40 Hours/ week
Fernando Caratini (787) 622-3000

Health Insurance Specialist and Case Management in the following departments:

- PCU (Pharmacy Clinical Unit)
- RMU (Reject Monitoring Unit)
- MTM (Medication Therapy Management)

My duties include reviewing patient records using medical coding procedures to examine the claims and verify insurance eligibility, as well as record any medical charges and other payments or adjustments. I make sure to detect any coding errors to perform any modifications needed. Work with clinical and non-clinical groups to develop, implement, and communicate specific coding and documentation guidelines that will fulfill the internal needs for complete and consistent clinical data for coverage determination.

Registered Nurse (RN)

Tomah Va Medical Center - Tomah, WI
July 2019 to September 2020

Registered Nurse in Patient Care System (PCS) in the following departments:

- Adult/ Geriatric Nursing (Veterans)
- Rehabilitation and Skilled Care
- Acute Psychiatric Care
- Falls Champion

During my clinical experience the past year I have acquired a vast set of skills in areas of adult/ geriatric health with excellent skills in assessment, organizational, technical, and prioritization by monitoring patient's condition and assessing their needs to provide the best possible care and advice. Observe and interpret patient's symptoms and communicating them to physicians while considering patient support, safety and collaborating with physicians and nurses to devise individualized care plans for patients. Provide respect and dignity in end-of-life and decision-making, help patients return to normal functioning and provide care and comfort to patient and family serving as the backbone of the patients care.

Compound specialist

Mega Aid Compounding Pharmacy - Brooklyn, NY
June 2015 to August 2016

Brooklyn New York 40 Hours/ week
Marsha Dawes 1 (212) 920-4500

- Prescription intake
- Compound specialist
- Package technician
- Shipping handler

I ensure correct chemical formula composition according to the prescription, following quality assurance guidelines to make sure that the pharmacist on duty confirmed the formulation in accordance to the script before starting compounding. Weight and measure chemical formulas and ingredients raring but not limited to suspensions, creams, solutions, ointments, capsules, and suppositories correctly to process the following provided formula worksheet specifications for the compound and ensure the chemical formulas are prepared in accordance to compounding guidelines and quality standards are maintained. I package and label prepared compounds in suitable dispensing tools such as tubes, tars, droperettes, vials and ointment jars to place and confirm that the beyond use date on the patient's product label is correct. I execute quality assurance procedures for compounds and document results following standards to send prepared compound and documentation to the Pharmacist in charge for verification and sign off before shipment.

Pharmacy Lead Technician

CVS/ Health - Dorado, Puerto Rico, US
May 2010 to April 2015

- Prescription Drop off/ Intake
- Drug fill
- Quality Assurance
- Prescription Pick up

I assisted health care providers and patients by greeting them in person and by phone; answering questions and requests to refer certain inquiries to the pharmacist. Organizes medications for pharmacist to dispense by reading medication orders and prescriptions; preparing labels; calculating quantities and dispense all prescriptions in an accurate and timely manner as per company wait time policies. Maintained pharmacy inventory by checking pharmaceutical stock to determine inventory level, anticipating needed medications and supplies; placing and expediting orders. Prepares reports by collecting and summarizing information to generates revenues by calculating, recording, and issuing charges. Provide superb customer service, ensuring client retention and loyalty to the branch.

Education

Bachelor's in Science in Nursing

Interamerican University of Puerto Rico

2015 to 2018

Associate Degree in Pharmacy Technician

Interamerican University of Puerto Rico - Bayamón, PR

2008 to 2010

High School Diploma

Colegio Hostosiano de Puerto Rico - Bayamón, PR

2008

Skills

- Citrix
- Computer Hardware
- Operating Systems

Certifications and Licenses

Registered Nurse (RN)

December 2018 to Present

Certified Pharmacy Technician (CPhT)

September 2010 to Present

Additional Information

- Citizen of the United States
- Graduate of a school of professional nursing approved by the Accreditation Commission for Education in Nursing (ACEN)
- Fully bilingual: proficient in written and spoken English and Spanish
- Proficiency with computer hardware and software programs
- Extensive software experience: Citrix Receiver, Madhok app, Caremark Portal, OnBase, HUB Direct
- Experience in database software for drug compatibility

Summary of Skills

- Capacity to Multitask efficiently to be resourceful and show initiative on my duties
- Contributes to team effort by accomplishing related results as needed.
- CPR / AED Certified
- Effectively work with diverse staff members
- Empower staff members to achieve outcomes
- BD Pyxis CII Safe experience

- Good typing skills (40+ words per minute)
- Handle obstacles and challenges to goal achievement
- Hospital experience (practice during and after Hurricane Maria)
- Identify and resolve conflict
- Knowledge in interactions of pharmaceutical medications and how to review them
- Knowledge of normative and clinical procedures
- Manage and evaluate staff performance
- Monitor progress towards desired objectives
- Organize and allocate the right resources for task achievement
- Possess leadership and supervisory skills
- Proficiency with operating systems: Windows 7, iOS MAC, Linux, Excel.
- Recruit, place and develop staff
- Utilize technology to effectively support the management function