

# Eduardo Carr-Gaona

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## SUMMARY

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A detail-oriented team player with high integrity and excellent customer service pursuing a challenging position in Information Technology. Skilled in web development, databases, facilitating, and technical writing.

## EXPERIENCE

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### Senior Pharmacy Technician with Focus on Information Technology

#### Express Scripts

**June 2017 - Present, Tempe, AZ**

Processed prescriptions for the Departments of Defense, State, Homeland Security, and other patients who live overseas.

- Restructured the team's SharePoint site by gathering requirements from teammates and implementing them.
- Partnered with team members to customize a scripting program to automate internal notes and emails to physicians and patients.
- Boosted employee morale and corporate culture thorough a strategic framework event.
- Trained and mentored new team members.

### Senior Intervention Technician – Specialty Team

#### Express Scripts

**March 2015 – June 2017, Tempe, AZ**

Processed and coordinated the delivery of specialty prescriptions for patients who had multiple sclerosis, terminal illnesses, or rare diseases.

### Senior Patient/Client Advocate

#### Express Scripts

**February 2012 – March 2015, St. Louis, MO**

Resolved claim rejections and processed prescription requests from Patient Care Advocates, Resolution Team Leads, and Client Services Representatives.

- Facilitated classroom training for new hires and existing technicians.
- Coached technicians to improve accuracy and efficiency.
- Co-authored training materials and standard operating procedures.

### Pilot Pharmacy Technician

#### Express Scripts

**October 2009 – February 2012, St. Louis, MO**

Processed prescriptions from order entry to fulfillment for high-profile clients.

- Trained and mentored new and existing team members.
- Collaborated with Account Managers and Service Delivery Managers to facilitate resolution of escalated orders.

### Physician Response Advocate

#### Express Scripts

**November 2008 – October 2009, St. Louis, MO**

Contacted physicians to obtain new 90-day prescriptions for members who are converting from retail to mail order pharmacy.

- Acquired prescriptions for over 350 members weekly.
- Reduced prescription costs for patients by 33 percent.

### Senior Pharmacy Technician

#### Express Scripts

**September 2005 – November 2008, St. Louis, MO**

Resolved pharmacy claim rejections, entered prescriptions, and contacted physicians or patients to obtain non-clinical information.

## Senior Pharmacy Technician

### Express Scripts

Resolved pharmacy claim rejections, entered prescriptions, and contacted physicians or patients to obtain non-clinical information.

March 2004 – September 2005, Tempe, AZ

## CERTIFICATIONS/SECURITY CLEARANCE

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**Confidential Security Clearance** | Department of Defense | 2019

**CS50x: Introduction to Computer Science** | edX, HarvardX | 2014

**Certified Pharmacy Technician** | Pharmacy Technician Certification Board | 2004

## EDUCATION

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### Bachelor of Science in Information Technology

Arizona State University • Tempe, AZ • 2020

### Bachelor of Science in Hotel and Restaurant Management

Northern Arizona University • Flagstaff, AZ • 2003

## SKILLS

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- **Software** – Databricks, Django, Git, Linux, MySQL, Office 365, phpMyAdmin, SharePoint, SQL Server
- **Functional** – Anomaly Detection, Classification, Clustering, Data Structures, Database Modeling, Digital Logic, Networking, Project Management, Regression, Security, Version Control, Web Development
- **Programming** – AWK, Bash, C, CSS, HTML, Java, JavaScript, jQuery, PHP, Python, Sass, SED, SQL

## KEY PROJECTS

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### Middleware Programming & Database Security Class Project

[github.com/ecgaona/solar\\_pv](https://github.com/ecgaona/solar_pv)

January 2020 - May 2020

Programmed a web application using Python and Django Web Framework for a solar R&D lab which included custom user registration and a dashboard to perform CRUD operations on solar panel data.

### Senior Capstone Project

[github.com/ecgaona/pack577](https://github.com/ecgaona/pack577)

August 2019 - May 2020

Developed a web application using PHP and MySQL for parents to sign their scout into den meetings and for leaders to view attendance reports and completed requirements.

### Cub Scout Pack 577 and Boy Scout Troop 577 Websites

[tempecubscouts.org](https://tempecubscouts.org) | [tempeboyscouts.org](https://tempeboyscouts.org)

August 2019

Redesigned the websites for a local Cub Scout pack and Boy Scout troop and optimized the pack's website to be in the top search results on Google.

## LEADERSHIP/VOLUNTEER EXPERIENCE

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### Assistant Scoutmaster, Den Leader, Assistant Den Leader

Pack 577 | Troop 577

August 2015 – Present, Tempe, AZ

- Provide direction, coaching, and support to scouts by being a good mentor and positive role model.
- Plan and conduct weekly meetings, bimonthly outings, and quarterly campouts.
- Participate in monthly community service activities including Scouting for Food and park cleanup.