

LaToya Davis

Currently pursuing new career opportunities

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Authorized to work in the US for any employer

Work Experience

Returns Clerk

R&S Pharmaceuticals - Philadelphia, PA

August 2017 to Present

Execute and perform activities of the returns clerk at a distribution center. Process returns of unordered and non-saleable merchandize. Inspect and verify products and merchandize worth returning back. Verify and inspect all forms, reports and records relating to product returns. Inspect and reconcile quantities returned with that of the returns forms and documents. Maintain and manage a database of all product returns and exchanges. Adhere to and comply with corporate standards and procedures in handling returns. Assists with receiving and unloading freights both manually or with equipment such as pallet jacks; checks for damaged goods; verifies quantity and quality of order; verifies items received with purchase order; wraps, packages, and ships supplies; delivers and retrieves supplies to and from work or storage areas; tags and issues supplies; stocks shelves and rotates inventory.

Returns Department Specialist

Cigna Home Pharmacy Horsham - Horsham, PA

2014 to Present

- Log, investigate, research and finalize all incoming patient returns immediately upon receipt.
- Properly log and dispose of returned medication in the medication morgue area of inventory.
- Track and process exception packages generated from a manifest area by correcting incorrect address labels using various internal computer systems.
- Reship medication upon customer request.
- Credit customer accounts if necessary.
- Track and communicate internal return trends that affect the business.
- Monitor "Returns Mailbox" on Outlook and process requests.
- Communicate with Supervisor on immediate customer needs that require next level authorization.

Pharmacy Technician

2004 to 2014

- Labeled all products appropriately; including cautionary and auxiliary labels.
- Mastered Pharmacy Standard Operating Procedures (SOPs).
- Assisted the pharmacist in preparing and packaging products and other medications.
- Accurately recorded compounded products and prepared appropriate labels.
- Strictly maintained customer and patient confidentiality.
- Retrieved, counted and measured drugs and capped and uncapped vials and bottles.
- Trained new hires on daily job functions and metrics.

- Worked closely with pharmacists and used medication input software to safely and accurately dispense medication.
- Manifested completed pharmaceutical orders.
- Updated courier service reports, database and spreadsheets on weekly basis.
- Processed extensive amounts of prescriptions on high volume days with 100% accuracy.

Accounts Payable Clerk

CertainTeed Corporation Malvern - Malvern, PA
2003 to 2003

- Inputting invoices onto the companies software.
- Handling special tasks for supervisors.
- Assisting vendors with questions on incoming invoices, status of payment and payment arrangements

Education

Associate in Medical Billing & Coding

Devry University - Philadelphia, PA
2016 to 2017

High school or equivalent

Simon Gratz High School - Philadelphia, PA
1997 to 2001

Skills

Microsoft Excel, Word, and Outlook. Oracle, Lotus notes and SPG

Links

<https://www.linkedin.com/pub/latoya-davis/100/424/649>