

# ANGELA LUEDEKE

**Certified Pharmacy Technician | Communications Professional | Customer Success Enthusiast**

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## Professional Summary

Communications graduate with 20+ years of healthcare and retail leadership experience. Adept at relationship-building, data analysis, and cross-functional collaboration. Seeking to transition into customer success or analytics roles in healthcare or tech-forward industries.

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## Professional Experience

### Certified Inpatient Pharmacy Technician III

Cincinnati Children's Hospital Medical Center – Cincinnati, OH

2021–Present

- Coordinate medication access and refills for TOC program; improve continuity of care using EPIC SlicerDicer & Reporting Workbench
- Prepare sterile IV medications for emergency trauma patients
- Support AMB TOC group with home med reconciliation and pharmacy coordination
- Founder of Pharmacy Employee Engagement Committee; foster team morale and communication

### Communications Intern – Pharmacy Division

Cincinnati Children's Hospital

Jan 2025–Apr 2025

- Manage 3 cross-team data analysis projects for pharmacy workflow efficiency
- Build internal dashboards to track performance metrics
- Develop communication materials to support patient-centered pharmacy initiatives

### Assistant Store Manager / Pharmacy Technician

Walgreens – Cincinnati, OH

2001–2021

- Led operations for a high-traffic retail pharmacy with over 1,000 daily customers
- Trained and supervised 40+ staff members; improved team performance using KPIs
- Developed store displays and sales campaigns to drive growth
- Recognized with the Walgreens CARE award for leadership and service

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## Education

### B.A. in Communication (Expected Apr 2025)

University of Cincinnati Online

### A.A. in General Studies, Magna Cum Laude – 2024

University of Cincinnati Online

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## Skills & Tools

EPIC, BD Pyxis, AS400, Microsoft Office, Google Suite, Adobe

Customer Communication, Leadership, Data Analysis, Report Writing, Time Management

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## Certifications

Certified Pharmacy Technician (PTCB) | Certified by Ohio Board of Pharmacy