MICHAEL BLUE ARROW

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# EDUCATION

**Bachelor’s Degree** in **Business** Administration United Tribes Technical College (UTTC)

Bismarck, ND GPA 3.6 Expected May 2021

# ACCOUNTING SKILLS

* Completed Accounting I and II Courses at UTTC
* Learned Microsoft Suite (Word, Excel, Access, Outlook) in coursework
* Worked with non-appropriated funds in a military type bank
* Exchanged yens and dollars while living in Japan
* Performed accounts receivable from Officers
* Balanced tills

# ADMINISTRATIVE SKILLS

* Checked memberships and updated information
* Assisted customers in ordering, tracking, & receiving prescriptions
* Authorized health insurance, called doctors for verifications
* Tracked customer information in data base
* Multi-tasking between tracking orders, fulfilling orders, answering requests, gathering supplies at a constant high demand

# CUSTOMER SERVICE SKILLS

 Communicated with variety of diverse customers

* Problem-solved high costs of prescriptions (coupons, generic Rx, insurance requests)
* Ensured safety standards & protocols were followed
* Checked clients understanding for need of further explanation

# WORK HISTORY

* ABC Client Services Bismarck, ND 2016-Present
* Pharmacy Technician Gateway Pharmacy Bismarck, ND 2013-2015
* Customer Service Representative Basin Electric Bismarck, ND 2010- 2012