Carson D.

Pharmacy informatics and compliance systems

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Licensed pharmacy technician in three states who moved from the bench into running a multi-location compounding pharmacy's operations, compliance and software. I turn regulatory requirements such as USP <795> and <800> into audited, signed, scheduled workflows that staff actually use.

LICENSURE

- Pharmacy Technician, licensed in 3 states. Since 2019; all active, no disciplinary history.

EXPERIENCE

Administrator — Systems & Compliance · Multi-location compounding pharmacy `2023 – present`

- Oversee operations, compliance, licensing and HR across a multi-state compounding operation.
- Built the non-sterile compounding compliance platform: 272 forms on recurring schedules, signed completion records with an audit trail, training sign-offs and a 301-study beyond-use-date library. It replaced a commercial compliance product.
- Built the nightly data pipeline (9 external systems, 27+ tables) and the in-house reporting platform that replaced a commercial BI tool.
- Built the central sign-on service: cross-domain SSO, automated staff-license verification and daily HR-to-directory reconciliation.
- Built the company CRM on Salesforce (migration off HubSpot, Apex jobs, territory routing, Lightning components, pharmacy-system integration), and am now rebuilding it on our own Postgres and AWS platform (in staging).
- Automated high-volume pharmacy-system workflows with queued browser workers, retries and audit trails; shipment monitoring covers 138,000+ tracking records a day.
- Built AI agents for accounting and engineering with dry-run defaults and confirmation on every write.

Department Manager, IT Specialist & Data Analyst · Multi-location compounding pharmacy `2022 – 2023`

- Managed a pharmacy department while building the first reporting infrastructure and data-analysis workflows.
- Deployed network infrastructure and supported IT across multiple pharmacy locations.

Pharmacy Technician & Lead Data Entry Technician · Multi-location compounding pharmacy `2021 – 2022`

- Led prescription data entry and found the workflow bottlenecks that became the first automation projects.

Pharmacy Technician · Community pharmacy `2019 – 2021`

- Processed prescriptions and served patients in a retail pharmacy.

ADDITIONAL PROJECTS

- **Healthcare Workflow Platform:** Multi-tenant pharmacy operations SaaS built to HIPAA and 21 CFR Part 11 expectations; in staging with production cutover underway.
- **Delivery Notification Service:** Cut delivery-detection lag from about 25 hours to about 5 by moving from polled reports to carrier webhooks.

- **PMS Workflow Chrome Extension:** Manifest V3 extension adding screening, status and workflow tools to a pharmacy management system web UI.
- **Unattended AI Coding Workflow Runner:** Takes tickets from card to pull request unattended, verifying each phase's real side effects before advancing.

SKILLS

Primary	Non-sterile compounding compliance (USP <795>, <800>) · Pharmacy operations, licensing & HR · Compliance workflow & e-signature systems · Data pipelines & reporting · TypeScript / Next.js · Python & Playwright automation
Familiar	Salesforce (Apex, Flows, LWC) · PostgreSQL · Supabase · AWS · Docker · Chrome extensions · AI agents (Claude, OpenAI)

EDUCATION

- A.S., Computer Networking & Security, Keiser University