


Laura Cyphers

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Dual-state licensed pharmacist with 15 years' experience perfecting multi-tasking skills, fine-tuning customer service expertise, and training others in a wide variety of pharmacy topics. Seeking to leverage combined community, institutional, and pharmacy teaching expertise.

Experience

02/2017 – CURRENT

Lead Pharmacy Tech Instructor / Ross Medical, Johnson City, TN

- ❖ Didactic/Laboratory instruction/inventory/overall functionality
- ❖ ABHES/ASHP program accreditation
- ❖ USP795/797/800/EQUASHIELD instruction
- ❖ Bloodborne pathogens/OSHA/SDS instruction
- ❖ Retention/placement/graduation rate monitoring
- ❖ Ross Corporate Teacher of the Year Award 2017

09/2003 – 09/2016

Pharmacy Manager/Pharmacist / Walgreens, TN & NC

- ❖ Data review, product verification, consultation, customer service
- ❖ Outcomes MTM, Mirixa MTM, adherence calls, wellness screenings, compounding, inventory
- ❖ Immunizations, community outreach, database monitoring, naloxone training
- ❖ Employee relations, performance reviews, policy/procedure, sales/profit, recordkeeping

03/2012 – 08/2013

Pharmacy Intern / Indian Path Medical Center, Kingsport, TN

- ❖ Seimens software, Omnicell hardware
- ❖ ExactaMix, MINI-BAG Plus, ADDvantage
- ❖ USP797 sterile compounding
- ❖ Interprofessional communication/team rounding

Education

05/2014

PharmD / Gatton College of Pharmacy, Johnson City, TN

- ❖ 3.4 GPA, multiple Dean's List awards, 2 years elective research, Kappa Epsilon, Admissions Committee, Student Ambassador, ISPE secretary/treasurer, ASHP/SSHP secretary, APhA/TPA

05/ 2010

AS Chemistry / Northeast State Community College, Blountville, TN

- ❖ Magna Cum Laude, multiple President's List awards, dual AS degree in Biology, 90 credit hours

Licenses and Certifications

Description	Dates
Registered Pharmacist #24216 - State of North Carolina	2014-current
Registered Pharmacist #38540 -State of Tennessee	2014-current
Pharmacy-Based Immunization Delivery - APhA	September 2010
Basic Life Support (CPR) Healthcare Provider - AHA	2009-current
Basic Life Support (CPR) Healthcare Provider (Instructor) - AHA	2017-2019
Delivering Medication Therapy Management Services – APhA NPI - 1093107591	August 2013
Pharmacist and Patient-Centered Diabetes Care – APhA	August 2013
Certified Pharmacy Technician – CPhT, PTCB	2003-current
Bloodborne Pathogen, Hazardous Drugs, HAZCOM, DOT, SDS - Stericycle	2017-current
Hazard Recognition and Assessment Training - OSHA	December 2018

Cultural Competency Training	Dates
Providing Effective Communication and Language Assistance Services - HHS	January 2019
Building Respect for LGBT Older Adults – HHS, CMS, AOA, NRC LGBT	January 2019

Professional and Community Involvement

Professional Involvement	Dates
American Society of Health-System Pharmacists	2010-current
American Pharmacists Association	2010-current
Gatton College of Pharmacy Admission Committee	2012-current
Therapeutic Research – Pharmacist’s Letter	2012-current
First District Pharmacists Association	2017-current
National Institute for Staff and Organizational Development	2017-current

Community Service	Dates
Remote Area Medical	2015-current
Tennessee Medical Reserve Corps – Northeast Region	2011-current

Skills

- ❖ Able to think both broadly and longitudinally, helping to assess and anticipate the needs of the patient and their environment
- ❖ Able to collaborate and facilitate relationships and consensus among patients, staff, and multidisciplinary teams
- ❖ Renew and modernize education on a continuous basis so as to be a lifelong learner in such a constantly developing profession
- ❖ Promote an environment that embraces creativity, productivity, communication and maximizes learning from a diverse team
- ❖ Able to manage patient complexity and multiple patients with diverse needs, including complex customer service needs
- ❖ Effective communication skills including both superb listening and verbal and non-verbal abilities, flexible and adaptable
- ❖ Exhibit strong clinical skills background, including comprehending and incorporating evidence-based care into a community setting with a special interest in transitional care
- ❖ Comfortable working autonomously and self-guided, yet equally as comfortable demonstrating role of team player via mutual respect and cooperation with others
- ❖ Able to work independently, collaboratively, & be self-directed all at a superior level of organization due to diverse background of experiences
- ❖ Comply with all policy and procedure at the highest level consistently

Past Highlights

Posters, Presentations, Competitions, Etc.

Cyphers L, Pritchard E. VPR-mediated Condensation of DNA. December 10, 2013 at ASHP Midyear Poster Reception, Orlando Florida. {summary presentation of our 2 years of elective bench research}

Cyphers L. APhA-ASP Patient Counseling Competition – Student Finalist - Third Place. November 10, 2013 at Gatton College of Pharmacy in Johnson City, TN.

Cyphers L. FDA Industry Guidance Statement. September 25, 2013. Summary provided for Centers for Disease Control Staff in Atlanta, GA. {regarding helping author the package insert for Bexsero®}

Cyphers L. How Does the Vancomycin MIC Affect Patient Outcomes in the Treatment of MRSA? Clinical Seminar II delivered on August 23, 2013.

Smithgall S, Cyphers L. Diversifying Professional Development. December 2, 2012 at ASHP Midyear Poster Reception, Las Vegas, Nevada.

PMPR4182 Communication Skills for Health Professionals including OSCE with focus on motivational interviewing. Fall 2012.

Cyphers L (Team Captain), Hayden J, Leeson B, Lynch S. NASPA/NMA Student Pharmacist Self Care Championship- First Place. July 22, 2011 at TPA Convention in Meadowview Convention Center in Kingsport, TN.

Pharmacy Practice Experiences

Advanced

Critical Care, Holston Valley Medical Center
Kingsport, TN
Wes Gilliam, PharmD
April 2014

Community Practice, CVS #7235
Johnson City, TN
Vida Oveysi, PharmD
March 2014

Ambulatory Care I, ETSU Family Medicine
Johnson City, TN
Emily Flores, PharmD
January 2014

Acute Care II, Johnson City Medical Center
Johnson City, TN
David Cluck, PharmD
November 2013

Infectious Disease, Johnson City Medical Center
Johnson City, TN
Paul Lewis, PharmD
October 2013

Regulatory Affairs, Centers for Disease Control
Atlanta, GA
Tina Bhavsar, PharmD
September 2013

Acute Care I, Johnson City Medical Center
Johnson City, TN
David Stewart, PharmD
August 2013

Institutional Practice, Harlan Regional Medical Center
Harlan, KY
Angela Creech, PharmD
June 2013

Emergency Medicine, Holston Valley Medical Center
Kingsport, TN
Kirk Jones, PharmD
May 2013

Introductory

Clinical (third year), Johnson City Downtown Center
Johnson City, TN
Chad Gentry, PharmD
May 2012

Institutional (second year), Johnson City Medical Center
Johnson City, TN
Jeff Rushing, PharmD
Summer 2012

Community (second year), Target Pharmacy
Bristol, VA
Stephanie Rose, PharmD
Summer 2012

Community (first year), Food City Pharmacy
Kingsport, TN
Loni Garcia, RPh, MS, FAPhA
Spring 2011

Community (first year), Atchley Pharmacy
Greeneville, TN
Bob Gregg, DPh
Spring 2011

Institutional (first year), Holston Valley Medical Center
Kingsport, TN
Bill Carson, PharmD
Fall 2010

Community (first year), Boones Creek Pharmacy
Johnson City, TN
Pat Rowan, PharmD
Fall 2010