

Richard A. Holt

EDUCATION

- 2009 - 2011 **Northeastern University**, Boston, MA
Master of Business Administration
Dual Specialization: Finance and International Management
- 1999 - 2000 **Albany College of Pharmacy**, Albany, NY
Doctor of Pharmacy
- 1994 - 1999 **Albany College of Pharmacy**, Albany, NY
Bachelor of Science, Pharmacy

PROFESSIONAL EXPERIENCE

- 7/2014 - Present **Market Health & Wellness Director**, Walmart
- Ensure best patient experiences.
 - Ensure compliance with applicable state and federal laws and company policies to ensure the safety and well being of patients
 - Develop and implement service standards.
 - Develop and implement strategies to attract and maintain a highly skilled and engaged workforce.
 - Drive financial performance.
 - Provide direction for Health and Wellness Operations in Alaska.
 - Evaluate Standard Operating Procedures to ensure they are being executed to maintain patient safety in filling prescriptions.
- 6/2011 - 7/2014 **Pharmacy Manager**, Walmart
- Led the pharmacy toward corporate goals and objectives including > 30% in-store orders, > 90% patient expectations being met, > 90% input re-routing, increased Dept 38 and 40 sales, increased script growth and partial fill < 0.5%.
 - Ensured compliance with corporate policies and procedures in addition to state and federal regulations.

- Actively evaluated and controlled inventory levels through warehouse purchases and decreased McKesson purchases.
- Evaluated pharmacy dispensing incidents and initiate steps to prevent future recurrence.
- Communicated company agenda and initiatives to pharmacy associates.
- Maintained an environment focused on customer service with customer experience score of 9.0%.

5/2010 - 2/2012 **Board of Directors;** Bishop's House Estates, Syracuse, NY.

4/2008 - 6/2011 **Pharmacy District Manager,** Rite Aid Inc.

- Led 24 retail pharmacies toward corporate goals and objectives; covered an additional 28 pharmacies for several months while that district did not have a permanent District Manager.
- Conducted regular store visits to ensure compliance with corporate policies and procedures in addition to state and federal regulations.
- Controlled district inventory levels and ended up 2.33% below plan.
- Evaluated pharmacy dispensing incidents and initiate steps to prevent future recurrence.
- Communicated company agenda and initiatives to pharmacy associates.
- Significantly increased customer satisfaction in FY 2011 over FY 2010 by 6% and decreased customer complaints by 38.28% over same time period.
- Focused on talent management and associate development.

12/2007 - 4/2008 **Floating Pharmacist, Pharmacy Manager,** Rite Aid Inc.

- Initiated an antibiotic callback program.
- Participated in the Rite Aid Drug Quiz show as a member on the panel of judges.
- Trained staff to increase pharmacy efficiencies.
- Filled prescriptions pursuant to all state and federal regulations.
- Trained other pharmacy staff on NexGen computer operations.
- Communicated regular expectations to staff concerning customer service and corporate goals.

7/2005 - 12/2007 **Staff Pharmacist, Pharmacy Manager,** Kinney Drugs Inc.

- Executed appropriate control of inventory and payroll.
- Worked with patients to increase the understanding of Medicare Part D.
- Managed pharmacy to achieve corporate goals and objectives.
- Taught pharmacy staff to operate more efficiently.

- Created a pharmacy newsletter for my customers regarding current pharmacy related events.

PUBLICATIONS

- 2002 A Study of Russian Phytomedicine and Commonly used Herbal Remedies.
J of Herbal Pharmacotherapy. 2002, 2(4): 31-48.
- 1998 Development of an Immunoassay for Monitoring the Levels of
Ciprofloxacin in Patient Samples. J Immunoassay. 1998 Nov; 19(4):
227-38.

SPECIALIZED TRAINING

- Pharmacy Partners in Diabetes Care (PPDC) – Sponsored by LifeScan and Rite Aid, Milpitas, California
- Preceptor for the Advanced Pharmacy Practice Experience (APPE) students from the Albany College of Pharmacy.
- Adjunct Faculty

PRESENTATIONS

- Emerging Talent. Rite Aid; Buffalo, NY August 28, 2010.
- Breakout Session Presenter, First Annual CNY Women's Health Fair and Symposium, Onondaga Community College, Syracuse, NY. Sponsored by Congressman Jim Walsh.
- Development of an Immunoassay for Monitoring the Levels of Ciprofloxacin in Patient Samples. West Virginia School of Pharmacy / The Merck Company Foundation.
- Switching from Cyclosporine to Tacrolimus in Renal Transplant Patients. University Hospital, Syracuse, NY & Albany College of Pharmacy, Albany, NY.
- Vitamin D Therapies in the Treatment of Hyperparathyroidism in Hemodialysis Patients, Albany College of Pharmacy, Albany, NY.

AWARDS / RECOGNITION

- 2012 *Pharmacist Excellence in Patient Care Award; Market 295 - Walmart*
- 2012 *Most Improved Pharmacy for 2012; Market 295 - Walmart*
- 2006 *Outstanding Pharmacy Execution Award, Store #37; Kinney Drugs Inc.*
- 2004 *Customer Satisfaction Award; Rite Aid Inc.*
- 2000 *Pfizer US Pharmaceuticals: Outstanding Leader Award*
- 2000 *5-year membership to Pharmacist Society State of New York (PSSNY)*