

# LaKeisha Palmer

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Authorized to work in the US for any employer, Available Immediately

## Objective

## Work Experience

Experienced Instructor and Pharmacy Operations professional with over 20 years of expertise in the pharmacy industry, and 4 years of teaching experience. Holds a Bachelor's Degree in Business Administration and a Master's in Business Administration (MBA). Certified as a Pharmacy Technician (CPh.T) through the Pharmacy Technician Certification Board (PTCB) since 2002. Committed to instilling solid educational foundations to ensure excellence in performance and career development.

### Subject Matter Expert/Content Creator

Wisewire – Washington, D.C. (Remote) March 2025 to Present

- Conduct Program Analysis to identify gaps in existing secondary curriculum.
- Collaborate with instructional designers to create effective learning experiences for students.
- Provide feedback and revisions on developed content to ensure accuracy and clarity.
- Write clear, engaging, and accurate content that aligns with certification requirements and industry best practices.

### Senior Subject Matter Expert and Program Instructor and Coach

HEALTH TECH ACADEMY - Austin, TX (Remote) April 2024 to Present

- Deliver comprehensive training programs for entry level students.
- Provided one-on-one career coaching, including assisting students in creating tailored career profiles, crafting professional resumes, and preparing for job interviews to enhance employability.
- Utilize various teaching methods and technologies to accommodate diverse learning styles and ensure effective knowledge transfer.
- Evaluate student performance through regular assessments, practical exams, and feedback to track progress and identify areas for improvement.
- Maintain up-to-date knowledge of industry standards and regulatory changes to ensure course content remains current and relevant.
- Collaborate with other professionals and industry experts to enhance the curriculum and provide real-world insights to students.
- Promote and encourage student progress and accountability by maintaining consistent communication through email, discussions, and remote meetings via Zoom/Teams.

### **Small Business Analyst**

KP Enterprises - North Little Rock, AR    October 2018 to Present

- Leveraged expertise in industry best practices to provide recommendations on process improvements and system enhancements for local small businesses.
- Drove continuous improvement initiatives by analyzing existing workflows/processes/systems for efficiency gains.
- Increased revenue by twenty percent at three out of four local businesses. Fourth business increased revenue by thirty-seven percent.

### **District Rollout Project Manager/Pharmacy Technician Supervisor**

Kroger Co. Pharmacy Operations - Little Rock, AR    August 1999 to February 2018

- Trained employees at thirty-eight stores in district.
- Built strong relationships with employees to receive feedback on how to serve customers with excellence.
- Monitored project progress regularly through status meetings and reports, identifying potential risks or issues proactively.
- Facilitated effective communication among team members by conducting regular meetings and providing clear instructions on tasks and responsibilities.
- Identified opportunities for process improvement within projects by analyzing data/metrics related to quality assurance and/or customer satisfaction.
- Increased performance at all thirty-eight locations.

### **Adjunct Instructor/Academic Advisor**

Heritage College - Little Rock, AR    July 2014 to November 2016

- Facilitated online courses and tutoring after school hours and on weekends.
- Provided timely and constructive feedback on assignments, exams, and labs.
- Maintained accurate grading and attendance records in accordance with institutional policies and submitted final grades at the end of each course.
- Proactively supported student retention by reaching out all students remotely through discussion boards and email to discuss academic progress and participation.
- Provided academic advising/admissions to students and assisted with career planning services.
- Stayed current on professional trends and technological advancements to integrate best practices into instructional methods.

## **Education**

### **Master of Business Administration (MBA) Specialization in Entrepreneurship**

The University of Arizona Global Campus - Chandler, AZ   February 2012 to December 2013

### **Bachelor's in Business Administration, Marketing**

University of Arkansas at Little Rock - Little Rock, AR   August 1999 to December 2011

## **Certifications and Licenses**

### **Pharmacy Technician Certification Board National License**

Certified Pharmacy Technician (CPh.T)

November 2002 to Present

### **Registered Pharmacy Technician**

January 2000 to February 2026

Licensed and registered pharmacy technician with the Arkansas State Board of Pharmacy.

Small Business Administration (SBA) Certification- Economically Disadvantaged Women-Owned Small Business

### **Certified Notary Public, State of Arkansas**

## **Professional Organizations**

Member of The Pharmacy Technician Society

### **Skills**

**Expert working knowledge of: OneDrive, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, & SharePoint), Google Drive, Google Docs, Google Sheets, Google Slides, ZOOM, TEAMS, Adobe, Blackboard, Computer, Printer, Scanner, Fax Machine**