

Jannah June Nieves

Education	UNIVERSITY OF CALIFORNIA, IRVINE Irvine, CA 92697 Bachelors of Science in Pharmaceutical Sciences, Minor: Economics	September 2010 - June 2014
Experience	TANDEM DIABETES CARE, INC. 11025 Roselle St., San Diego, CA 92121 Respond to and manage technical support calls and emails, helping troubleshoot issues for insulin pump users and their families in addition to troubleshooting for CGM issues involving Dexcom sensors and transmitters. Problems are investigated on an individual basis, with thorough documentation on our Dynamics CRM platform with each reported issue to ensure that each patient receives a timely and satisfactory resolution.	March 2019 - present Customer Technical Support Specialist
	WESTGATE CORPORATION Otsuma Women's University (Chiyoda Campus) Instructed EFL extracurricular courses that focused on assisting students in developing strong, natural oral communication skills by designing lessons to accommodate long- and short-term goals. Communicative lessons stressed pronunciation, English accuracy and fluency, and cultural conversation contexts. Individual student performance and final student evaluations were monitored and conducted through the StaR system.	September 2018 – December 2018 Native English Instructor, Tokyo, Japan
	SEOUL METROPOLITAN OFFICE OF EDUCATION English Program in Korea - Seoul, Republic of Korea Seoul Gireum Elementary School Responsibilities included teaching government mandated textbook material and conversational English language and culture to students ranging from grades 3 to 6. Lessons encouraged students to utilize all four basic language skills. Assistance in the British Council Schools Online program required exchanging lesson plans and cultural information with classrooms from around the world.	March 2016 – March 2018 Native English Teacher
	OPTUM RX (United Health Care Group) 3515 Harbor Blvd., Costa Mesa, CA 92626 Responsible for utilizing the specialized programs and completing both inbound and outbound calls with healthcare providers to receive and process prior authorization requests involving non-formulary medications. Duties are researched and performed in a customer service, time-dependent manner and were adjusted to daily changes in protocols and managements as needed by entities such as Center for Medicare and Medicaid Services' laws and HIPAA laws.	February 2015- February 2016 Senior Prior Authorization Pharmacy Technician
	RITE AID PHARMACY 1016 Bayside Drive, Newport Beach, CA 92660 Through the NexGen program. assisted pharmacists in filing prescriptions for customers by checking and acquiring approval notices from doctors' offices and insurances. Processed and updated new, transferred, and refilled prescriptions according to physicians' directions. Managed medication stock ordering, prior authorizations, and vacation overrides insurance companies.	August 2012 – February 2015 Pharmacy Associate/Technician
Certifications	American Red Cross: First Aid/CPR/AED Certification Certified Pharmacy Technician (CPhT) CIEE 150 Hour TEFL/TESOL Certification	2011 - 2016 2014 - 2016 2015 – present
Activities	University of California, Irvine School of Biological Sciences Michael R. Rose Diet and Aging Laboratory Student Research Assistant under the supervision of PhD candidate Grant Rutledge Fruit flies of the genus <i>Drosophila</i> were studied to research the evolution and physiology of aging, reverse evolution, and evolutionary convergence in novel environments.	2012 - 2013
	University of California, Irvine School of Medicine Olivier Civelli Pharmacology Lab Student Research Assistant under the supervision of specialist Dr. Zhiwei Wang Research focused on the discovery of neurotransmitters and neuropeptides and their functions. Orphan G protein-coupled receptors (GPCRs) were cloned to identify their natural ligands. Methods to determine functions included plasmid transformation, DNA digestion, gel electrophoreses techniques.	2012 - 2014