Daisy M. Velez

OPERATIONS & PEOPLE LEADERSHIP

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PROFESSIONAL PROFILE

Operations and administrative professional with leadership experience across retail, healthcare, and medical-office environments. Experienced in supervising teams, developing staff, coordinating schedules, managing inventory, and delivering attentive service. Brings practical problem-solving, bilingual communication, and confident collaboration with AI agents to improve planning and execution.

CORE STRENGTHS

Team leadership & coaching · Hiring & training · Staffing & scheduling · Customer & patient service · Inventory & shrink control · Opening & closing procedures · HIPAA compliance · AI-assisted workflows

PROFESSIONAL EXPERIENCE

Office Manager

Oct 2016 — Present

Randa F. Mina LLC · Hamilton, New Jersey

- Coordinate front-desk operations, appointments, patient communication, referrals, and medical records.
- Review insurance coverage, deductibles, and copayments; communicate prescription requests and manage office supplies.
- Support patient care with ECG procedures and attentive, privacy-conscious service.

Pharmacy Technician

May 2024 — Nov 2025

CVS Pharmacy

- Support prescription entry and pharmacy production while following HIPAA privacy requirements.
- Complete inventory cycle counts and monitor expired medications to support stock accuracy.

Operations Manager

Aug 2022 — May 2024

CVS Pharmacy

- Supervised 15 employees; coordinated daily staffing and schedules to support productivity and service coverage.
- Strengthened team morale and supported sales through contests and sales initiatives.
- Maintained inventory shrink below 1% and coordinated department resources to meet production targets.

Store Manager

Oct 2013 — Jul 2015

Forman Mills · North Philadelphia, PA & Ewing, NJ

- Hired, trained, and managed 45 associates, including performance evaluations, coaching, and accountability.
- Increased profits 3% through store-layout improvements, inventory management, financial planning, and sales analysis.
- Built schedules around coverage needs and assigned work based on shift priorities and employee strengths.

EDUCATION & TRAINING

Medical Assistant training

Harris School of Business · Hamilton, NJ

Sep 2015 — May 2016

Business Administration studies

College of New Jersey · Ewing, NJ

Jun 1993 — May 1995

WORKING WITH AI AGENTS

Directs and refines AI-assisted planning, training drafts, workflow organization, and communication. Reviews outputs personally and keeps sensitive information protected.