

BOBBI JO HALLADAY

Project Coordination | Implementation & Onboarding | Process Improvement | Multi-Stakeholder Coordination

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PROFESSIONAL SUMMARY

Operations and coordination professional with 23 years managing complex, multi-stakeholder work inside tightly regulated environments. Experienced in end-to-end process redesign, onboarding and case coordination across multiple external partners, training program design and delivery, and running deadline-driven workstreams through audits, recalls, and rapid operational scaling. Most recent role coordinated fully remote, end-to-end onboarding across five external stakeholder groups. Pursuing the CAPM credential to formalize project management expertise built leading real initiatives in high-stakes operations.

CORE COMPETENCIES

Process Redesign & Improvement • Implementation & Client Onboarding • Multi-Stakeholder Coordination • Training Program Design & Delivery • Deadline-Driven Workstream Management • Risk & Issue Tracking • Audit Response & Documentation • Vendor & Partner Coordination • Cross-Functional Coordination • Remote Operations

PROFESSIONAL EXPERIENCE

Patient Care Coordinator

Dec 2025 to May 2026

Chartwell Pharmacy (CarepathRx / Cigna), Remote

- Coordinated end-to-end onboarding and ongoing case management for specialty therapies across five external stakeholder groups (prescribers, payers, manufacturer hubs, assistance programs, and patients), managing each case from initiation to active status.
- Owned a multi-step approval workflow from initiation through completion, including provider escalation and follow-through to final coverage approval.
- Coordinated a regulated compliance program across multiple parties, covering enrollment, ongoing monitoring, documentation, and audit support.
- Coordinated adherence monitoring and refill orchestration for ongoing specialty therapy cases.
- Operated within fully remote operations using a management system and automated intake workflows.

Pharmacy Technician (PRN)

Jan 2024 to Present

Birch Family Pharmacy, Grantsville, UT

- Provide flexible operational coverage at an independent specialty and compounding pharmacy, coordinating with the team and external stakeholders across scheduled and ad-hoc needs.

Career Break, Family Caregiving

Mar 2020 to Dec 2023

Relocated for family priorities; returned to active practice in January 2024.

Lead Pharmacy Technician

Jul 2011 to Mar 2020

Birch Family Pharmacy, Grantsville, Tooele & Stansbury Park, UT

- Led an end-to-end process redesign of a medication synchronization program serving an external assisted living facility partner. Migrated a reactive fulfillment model to a coordinated batch-fill system with proactive 7-day refill orchestration, including prescriber escalation, facility coordinator liaison, and production scheduling.
- Maintained workflow integrity through 7x operational scaling as pharmacy-wide volume grew from roughly 60 to 400–500 prescriptions per day.
- Coordinated multi-stakeholder regulated program execution across patients, prescribers, program administrators, and operations, covering enrollment, monitoring, documentation, and audit response.

- Designed and delivered a technician training program in partnership with a local technical school, mentoring students toward licensure and developing internal staff to certified competency through structured on-the-job training.
- Assumed acting operations responsibility during the lead pharmacist's extended medical leave, clearing a 100-plus item backlog in 90 minutes through prioritization and parallel execution while completing daily ordering.
- Led drug recall response projects from FDA notification through inventory verification, affected-patient outreach, prescriber coordination, and wholesaler return processing.
- Served as primary owner of payer audit response cycles, assembling documentation, managing payer communication, and delivering submissions to deadline across multiple concurrent cycles.
- Managed 340B program operations and specialty medical billing across multiple supply categories.

Certified Pharmacy Technician (Rotating)

2010 to 2011

Primary Children's Hospital, Salt Lake City, UT

- Rotated across inpatient, satellite, OR, and chemotherapy-preparation pharmacy settings, adapting to multiple workflows and coordinating with multidisciplinary care teams.

Certified Pharmacy Technician, OR Pharmacy

2005 to 2008

Huntsman Cancer Institute, Salt Lake City, UT

- Coordinated time-sensitive medication preparation and delivery to surgical service lines at an NCI-designated cancer center, executing sterile (USP 797) and hazardous (USP 800) preparation.

Certified Pharmacy Technician

2003 to 2010

Target Pharmacy, Cottonwood Heights, UT

- Coordinated daily fulfillment operations in a high-volume environment, managed payer audit response with cross-system documentation to deadline, supported recall response across inventory and outreach workstreams, and trained newer technicians on workflow and procedures.

Cashier to Certified Pharmacy Technician

1997 to 2003

Grantsville United Drug, Grantsville, UT

- Advanced from cashier to Certified Pharmacy Technician through structured competency development, coordinating daily fulfillment, patient communication, prescriber outreach, and insurance processing.

EDUCATION

Bachelor of Science, Marketing

In Progress

Western Governors University

CERTIFICATIONS & LICENSURE

- Certified Associate in Project Management (CAPM), PMI (In Progress, 2026)
- Certified Pharmacy Technician (CPhT), PTCB (Active since 2003)
- Utah State Licensed Pharmacy Technician (Active since 2003)

SELECTED INITIATIVE

The Safe Click Project, Founder & Program Manager

- Founded and run an independent education nonprofit end to end, owning program scope, curriculum, platform operations, and learner outreach. A working portfolio piece demonstrating defined scope, real users, and measurable outcomes.