

Kevin Madden, PharmD

MULTI-SITE PHARMACY LEADER · FIELD OPERATIONS, GROWTH & COMMUNITY HEALTH

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SELECTED IMPACT

- **Top 5%** of districts company-wide in prescription business performance
- **Highest-volume district in the Southeast U.S.**
- **New location** launched on time and under budget, then **100%+** over its first-year volume target
- **District above its immunization goal**, 19 locations combined
- **Perfect operational score** (100/100)
- **Beat service target by six points**
- **4 high-complexity underperforming locations** turned around personally

CORE STRENGTHS

Business Growth & Performance

district P&L, prescription business performance, prescription-volume growth, new-location launch, location turnarounds

Patient & Community Care

immunization growth, patient and customer experience, community health

Field Execution & Risk Reduction

rolling out corporate initiatives across locations, preventing escalations, reporting compliance

Talent & Succession

recruiting and pipeline building, promotions into leadership, leadership-development coaching

EDUCATION & LICENSURE

Doctor of Pharmacy (PharmD)

University of Maryland

Licensed Pharmacist, Florida

Active · Certified Immunizer

16 years at CVS Health

DEVELOPMENT

Always working on my own development, currently focused on growing as an operational leader and building stronger teams.

SUMMARY

Pharmacy leader with 16 years at CVS Health and a completed eight-month run as interim Pharmacy District Leader over 19 high-volume locations, the highest-volume district in the Southeast U.S. and top 5% company-wide in prescription business performance. I grow and fix locations while keeping patient care and community health at the center. I lead by coaching, I believe good health is a team effort, and I keep working on my own development.

EXPERIENCE

Interim Pharmacy District Leader, CVS Health

May 2025 - Jan 2026 · Greater Tampa Bay, FL

- Led the **highest-volume district in the Southeast U.S.**, covering 19 locations, 250+ colleagues, and 50,000+ prescriptions a week. Finished in the **top 5% of districts company-wide** and **#3 of 8 in the region** for prescription business performance, held operational performance at 100% with backlog under 1%, and **beat our service target by six points**.
- **Selected by corporate leadership to lead the field pilot** of a new patient-pharmacy communication workflow. Helped build the quality-assurance and reporting protocols, then **drove adoption across all 19 locations and 250+ colleagues**.
- **Rebuilt our recruiting pipeline from zero to a full incoming class of five**, a third of the region's total, plus **two external new-grad hires**. **Promoted three people into leadership** and coached two through our field leadership-development track.
- **Opened a new location on time and under budget** that went on to **exceed its prescription-volume growth expectations by over 100%** in its first year.
- Kept the **19-location district above its immunization goal overall**, a visible win for both community health and pharmacy growth.
- Held the district steady through the mid-assignment loss of our experienced admin, rebuilding the operating week and building approved field-support tools that kept compliance and ethics reporting on schedule.

Pharmacy Manager, CVS Health

2021 - Present · Greater Tampa Bay, FL · multiple high-volume locations

- Across five years in multi-site leadership, **turned around four underperforming locations** (Temple Terrace, Brandon, Riverview, Apollo Beach) by finding the specific behaviors holding each one back and coaching to them.
- Put the patient first and the scores followed. We hit a **perfect Patient Outcome score**, raised patient satisfaction **17 points year over year**, and held a **perfect Workflow Quality score for 52 straight weeks** in my last full year as a Pharmacy Manager.

Earlier CVS Roles

2010 - 2021

- Moved from retail associate to certified technician to pharmacy intern during the PharmD curriculum, then to staff pharmacist, before stepping into pharmacy leadership.