

RESUME 389

OBJECTIVE

Highly motivated, knowledgeable, and dedicated professional to secure a position with your company as a ***Phlebotomist, Customer Service Representative, CNA, PCA, or other position as applicable in the Health Care or Human Services industries***, utilizing my skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- 4 years of experience as a phlebotomist in hospital and blood donation center settings, possessing phlebotomy training and a national certificate, since December 2016, and also credited with a 3-month, 160-hour externship practical, with clinical experience, in an outpatient services setting
- Experienced with First Aid, AED, and CPR, taking vital signs, performing veni-punctures and finger sticks, handling and disposing of hazardous materials/liquids, and bio-waste
- Over 15 years' experience providing acute care to individuals such as elderly, TBI, individuals with physical and mental disabilities, post-surgical, rehab, and terminally ill in hospital, nursing homes, group homes, and in-home settings
- Knowledgeable with basic medical and psychological terminologies
- Regards patient confidentiality seriously and is fully compliant with all HIPAA laws and regulations
- Experienced wearing Personal Protection Equipment (PPE)
- Establishes rapport with a diverse patient population, consistently maintaining a compassionate and professional demeanor
- Strong communications, math, problem-solving, analytical, and negotiation skills
- Multi-tasks effectively, learns new systems quickly, and completes all projects on-time or ahead of critical deadlines
- Experienced using computers, Windows, MS Office, Internet research, and email; types 40+ WPM, accurately
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

11/18 - Pres. ***Laboratory Assistant / Phlebotomist***

Mount St. Mary's Hospital, Lewiston, NY

- Completed blood draws on patients throughout all units of the hospital, upon request, preparing individuals for blood draws, up to 5ml, providing information of the procedure, and setting patients at ease by establishing good rapport
- Brought all blood-drawn samples back to the laboratory in the hospital, submitting samples to the Laboratory Technician for testing in accordance with physicians' directives
- Ensures accuracy of information associated with the blood-drawn samples, referring to physicians' prescriptions in order to run appropriate testing
- Additionally draws/collects urine and other body fluid/tissue samples, as needed

10/17 - 05/18 ***Direct Care Professional***

Arc of Erie County, Buffalo, NY

- Supervised up to 8 individuals with physical and mental developmental disabilities in a group home setting, including one individual with cerebral palsy, assisting and working with a management team ensuring that treatment plans were followed, and safeguards were closely monitored
- Assisted individuals with personal hygiene, meal preparations, ensuring that individual bedrooms were neat and organized in preparation for end of day
- Issued individuals their prescribed medications in a timely manner
- Maintained accurate documentation/records of services provided and prepared/submitted daily reports to upper management
- Transported and accompanied individuals to medical and other critical appointments as needed, as well as for various outings, recreational activities, and entertainment

- 06/17 - 10/17 **CNA**
Briody Healthcare, Lockport, NY
- Daily care of residents (bathing, feeding, dressing, bathroom assistance, transporting, etc.)
 - Took vital measurements (fluids, pulse, blood pressure, etc.)
 - Maintained all aspects of patients' sanitary conditions
 - Recorded intake and out-take information/measurements
 - Assisted, transported, and accompanied patients to and from medical and other necessary appointments
- 03/17 - 06/17 **Phlebotomist**
American Red Cross, Cheektowaga, NY
- Completed blood draws for individuals seeking to donate blood and determines eligibility through a variety of testing procedures
 - Prepared individuals for blood draws, up to 1 unit, providing information of the procedure, and setting them at ease by establishing good rapport
 - Prepared supplies prior to each procedure to ensure efficient processing of donors through high-volume business hours
 - Labeled tubes accordingly and ensured label match with donor
- 05/16 - 03/17 **CNA**
Elderwood at Wheatfield, Wheatfield, NY
- Provided daily resident monitoring and care (feeding, bathing, dressing, blood pressure readings, measuring fluids, transporting residents, recording daily resident activity reports, taking vitals, etc.)
 - Assisted residents playing games and creating crafts
 - Escorted residents to activities and appointments and assisted residents with range-of-motion therapy
- 07/15 - 12/15 **Server / Hostess**
Tony Roma's Restaurant, Niagara Falls, NY
- Greeted customers, took their food and beverage orders, and delivered food/beverages
 - Seated patrons at tables per fair rotation for up to 6 servers and distributed menus
- 10/14 - 02/15 **Dietary Aide**
Northgate Health Care Facility, North Tonawanda, NY
- Assigned to the nursing home to assist the dietary department in the preparation and distribution of meals throughout the day to residents
 - Prepared breakfasts, lunches, and dinners for the residents maintaining critical dietary restrictions
 - Maintained all work areas for proper hygiene and sanitation
 - Served the line in the kitchen stacked meal trays in portable food cabinets for delivery to the dining areas
- 02/14 - 08/14 **PCA / Medical Technician**
Ransomville Manor, Ransomville, NY
- Assigned to the nursing home to assist other staff as needed, monitoring residents, and ensuring their safety and well-being
 - Prompted residents to take their prescriptions, passing medications to them as necessary
 - Accompanied residents to appointments with medical and dental professionals
- 04/13 - 02/14 **PCA / Home Health Aide**
Venture Forthe, Niagara Falls, NY
- Daily care of TBI and elderly clients (bathing, preparing meals, dressing, bathroom assistance, transporting, exercise/activities, etc.)
 - Maintained all aspects of patients' sanitary conditions
 - Recorded intake and out-take information/measurements
 - Transported and accompanied clients to and from medical and other necessary appointments
 - Prompted clients to take all medications throughout the day in a timely manner

EDUCATION, TRAINING & ACHIEVEMENTS

Diploma, 2018

Orleans-Niagara BOCES, 60th Street School, Niagara Falls, NY

Phlebotomy Certificate, 2016

Orleans-Niagara BOCES, Sanborn, NY

Certified Nursing Assistant, 2015

Orleans-Niagara BOCES, Sanborn, NY