

NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Clinical Experience - Company / Location

MONTH YEAR - Present

- Oversaw quality control procedures, including regular and routine audits of the standard operating procedures around phlebotomy and patient handling.
- Acted as a liaison between laboratory staff and the phlebotomy department with other healthcare professionals and departments in the institution.
- Formulated and implemented standard operating procedures for specimen collection, labeling, handling, venipuncture, and capillary blood draws.
- Monitored reagent and equipment inventory in the phlebotomy department and signed off on new consignments and requests for equipment restocking.
- Managed a team of phlebotomists, including assigning duties and responsibilities and promoting an enabling work environment.
- Managed disputes and technical difficulties that might occur during work and intervened in complex cases, such as in patients with collapsing veins or heavy subcutaneous fat deposition.
- Stayed up-to-date with leading industry practices and ensured techniques aligned with updated legislation or best practices outlined by various governing bodies.

Senior Phlebotomist - Company / Location

MONTH YEAR – MONTH YEAR

- Trained interns and recruits on phlebotomy procedures and institution practices and inducted them into everyday activities.
- Monitored performance and patient satisfaction levels among junior phlebotomists.
- Promoted institutional staff welfare by ensuring appropriate labor allocation and minimizing burnout.
- Classified specimens as high priority or urgent and ensured they were prioritized and managed accordingly.
- Oversaw daily phlebotomy procedures and ensured they were up to standard.

Project Experience

- Studied existing workflow and its failings to develop a working theory on optimizing phlebotomy and related procedures.
- Led a team of professionals across various departments to comprehensively analyze phlebotomy procedures.
- Drafted a new standard operating procedure that was streamlined to institution patient flow and in line with the latest industry techniques and utilized the latest technology.
- Trained the staff on utilizing the new SOP and coordinated with the IT department on updating existing systems.
- Evaluated the project results by assessing facets such as patient flow, patient satisfaction, staff exhaustion levels, and cost of operation by soliciting feedback from involved professionals and stakeholders.

Education

Certified Quality Technician (CQT) - [American Society for Quality](#) (ASQ)

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Lean Sigma Six Certification - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Leadership skills
- Time management
- Communication and interpersonal skills
- Phlebotomy procedures such as venipuncture
- Attention to detail
- Continuous learning
- Workflow management
- Quality assurance
- Safety and Compliance

Licenses & Accreditations

Licenses & Accreditations

- Basic Life Support Certification from the American Heart Association (AHA)
- State-Specific Phlebotomist's license from a governing state body
- Quality Management Systems Certification
- Project Management Professional (PMP) certification