

Resume 961

OBJECTIVE:

To secure a position with your company as a **Phlebotomist**, utilizing my skills, education, and experience.

SUMMARY OF QUALIFICATION:

- Over 10 years' experience in the Healthcare field, trained to provide excellent care to individuals with a wide range of conditions
- Experienced managing care for patients including bathing, feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.
- Understands the importance of patient confidentiality and complies with all HIPAA rules and regulations
- Excellent working knowledge of medical and psychological terms and concepts
- Some experience training new healthcare personnel, delegating work orders, monitoring all work activities and resident/employee interactions, conducting performance evaluations, and consulting with upper management for employee progress/status reports
- Strong problem-solving skills often in a fast paced, high-pressure environment
- Excellent communication skills and experienced resolving residents' issues
- Multi-tasks effectively, learns new systems quickly, and completes all projects on or ahead of schedule
- Works well independently or with a team of other health care professionals

EDUCATION and TRAINING:

NYS Certified Phlebotomist - 2022
Basic Life Support - 2018
Blood borne Pathogens Certificate - 2018
NYS Certified Personal Care Aide - 2012
TBI Training - 2012
High School Diploma - 2005

PROFESSIONAL EXPERIENCE:

02/23 – 12/23

Phlebotomist

Catholic Health, Buffalo, NY

- Conduct venipuncture and capillary punctures on patients of all ages in accordance with established protocols.
- Collect and label specimens, ensuring accuracy and proper documentation.
- Maintain a clean and organized work area, following infection control and safety guidelines.
- Interact with patients in a professional and compassionate manner, addressing concerns & ensuring a positive experience.
- Collaborate with healthcare professionals to ensure timely and accurate specimen processing.

08/22 – 01/23

Phlebotomist

CSL Plasma, Niagara Falls, NY

- Conducted venipuncture and capillary blood collection with a focus on patient comfort and safety.
- Verified patient information, explained procedures, and addressed any concerns to ensure a positive experience.
- Processed and labeled specimens accurately, maintaining strict adherence to quality control standards.
- Collaborated with healthcare professionals to prioritize and organize specimen collection schedules.
- Implemented infection control measures and maintained a clean and organized work area.

03/22 – 8/22

Banquet Server

Niagara Falls Conference Center, Niagara Falls, NY

- Served guests in a timely and professional manner during banquet events, weddings, and conferences.
- Set up banquet rooms, arranged tables, and coordinated with the culinary team to ensure smooth service.
- Responded to guest inquiries and special requests with a positive and accommodating attitude.
- Collaborated with colleagues to execute precise timing and presentation of courses.
- Assisted in the breakdown and cleanup of banquet spaces after events.

06/21 – 10/21

Customer Service / Cashier

Rainbow, Niagara Falls, NY

- Greeted and assisted customers, providing product information and assistance in making purchasing decisions.
- Achieved and exceeded monthly sales targets through effective upselling and cross-selling techniques.
- Processed transactions accurately using POS systems and handled cash and credit card payments.
- Maintained a neat and organized sales floor, ensuring merchandise displays were visually appealing.
- Handled customer inquiries, returns, and exchanges with a focus on customer satisfaction.
- Participated in regular product knowledge training to stay informed about new arrivals and promotions.

08/19 – 06/21

Waitress / Server

3rd Street Retreat, Niagara Falls, NY

- Greeted and seated guests, providing menus and answering any initial questions about the menu.
- Took customer orders accurately and efficiently, suggesting menu items and upselling specials.
- Delivered food and beverages to tables, ensuring correct presentation and temperature.
- Checked in with diners throughout the meal to address any concerns and ensure satisfaction.
- Processed payments accurately and handled cash and credit card transactions.
- Collaborated with kitchen and bar staff to ensure smooth communication and timely service.

01/18 – 07/19

Personal Care Aide

Crane Homecare, Buffalo, NY

- Daily care of residents (bathing, and feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.)
- Provided patients with help moving in and out of beds, baths, or wheelchairs, and with dressing and grooming.
- Maintained all aspects of residents' sanitary conditions
- Planned, purchased, prepared, or served meals to patients or other family members, according to prescribed diets.
- Assisted, transported, and accompanied residents to and from medical and necessary appointments

10/14 – 08/16

Personal Care Aide

WNY Independent Living, Niagara Falls, NY

- Daily care of residents (bathing, and feeding, dressing, bathroom assistance, transporting, exercise/activities, etc.)
- Maintain all aspects of residents' sanitary conditions
- Prepare and maintain records of client progress and services performed, reporting changes in client condition to manager or supervisor.
- Performed housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
- Lifted or assisted others to lift patients to move them on or off beds.

04/12 – 06/14

Personal Care Aide

All Metro Healthcare, Buffalo, NY

- Administered bedside or personal care, such as ambulation or personal hygiene assistance.
- Maintain all aspects of residents' sanitary conditions
- Care for individuals or families during periods of incapacitation, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.
- Performed a variety of duties as requested by client, such as obtaining household supplies or running errands.
- Lifted or assisted others to lift patients to move them on or off beds.