

## CERTIFIED PHLEBOTOMY TECHNICIAN & MEDICAL ASSISTANT

### Areas of Expertise Include:

- Anthropometric Measurements
- Dermal Punctures
- Dosage Calculations
- EKGs
- Front Office Administration and Operations
- HIPAA, CDC, OSHA Regulations
- Infection Control Procedures
- Medical Documentation and Recording, PowerChart, P.A.C.S.
- Medical/Surgical Asepsis
- Minor Office Surgery
- MS Office Suite – PC and Mac
- NextGen EMR
- Order of Draw
- Staple/Suture Removal
- Urinalysis
- Venipuncture Procedures - Evacuated Tube, Syringe and Winged Infusion Methods

### RELEVANT EXPERIENCE

#### Professional Healthcare at Home, Oakland, CA

January 2013–present

##### Caregiver

- ◆ Perform healthcare-related tasks for elderly, Alzheimer’s, and hospice patients, such as checking vital signs, charting, medication monitoring and prescription refills, and administering bedside care, personal care, and hygiene assistance. Assist clients with transfer from bed to chair or car.
- ◆ Complete housekeeping duties, such as cooking, cleaning, washing clothes or dishes, and errands.
- ◆ Provide updates and communicate with medical personnel and family members.
- ◆ Transport clients to various doctor and lab appointments, stores, banks, and other errands.

#### ACME Lab Services, Oakland, CA

February 2013–May 2013

##### Phlebotomist

- ◆ On-call phlebotomist called upon to complete blood draws for sobriety tests, drug tests, and sexual assault kits. Adhered to chain of custody procedures and policies.

#### ACME County Family Health Services, Oakland, CA

August 2012 – September 2012

##### Clinical Medical Assistant (*Externship* - Adult Medicine, Laboratory, Women’s Clinic, and Pediatrics)

- ◆ Greeted patients, collected vitals and medical history, entered data into EMR (electronic medical record), scheduled appointments, completed lab referrals, and processed prescriptions to pharmacy and equipment providers.
- ◆ Demonstrated proficiency in performing venipunctures, various diagnostic procedures, and ancillary tests (e.g., EKGs, chemistry analysis, urinalysis), as well as assisted with vaginal exams and cyst removals.
- ◆ Under supervision, collected and processed patient blood samples in a safe, antiseptic manner for diagnostic testing.
- ◆ Ensured the cleanliness, disinfection, and maintenance of all facilities, exam rooms, and equipment.
- ◆ Reacted calmly and effectively in emergency situations and added the personal, caring touch that immediately put patients at ease.
- ◆ Consistently praised for efficient handling of administrative duties that allowed doctors and nursing staff to focus on the health concerns of their patients.

*Very intelligent and mature individual who has a lot of potential and I would like her to be a part of our staff.*

~Helen Smith, RN, Alameda County Family Health Services

#### ACME Hospital, Oakland, CA

July 2012 – August 2012

##### Phlebotomy Technician (*Externship*)

- ◆ Completed 1209 successful venipunctures using ETS and WIS.

*Mandy is the best student we have ever had!*

~Ron Mally, ACME Hospital

### CREDENTIALS AND EDUCATION

#### ACME College, Oakland, CA

Clinical Medical Assistant (Certification Pending) - Presidents List, Dean’s Lists, Student Mentor

2012

Phlebotomy Technician (CA LIC# 0005555555, NCCT #55555)

#### CPR and First Aid Certification

2013

#### ACME Schools, Los Angeles, CA

Patient Care Technician

2007

#### ACME County Community College, Los Angeles, CA

Phlebotomy – Certificate of Completion

2005