

David Keenan

Lead Phlebotomist

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(123) 456-7890

Denver, CO

[LinkedIn](#)

WORK EXPERIENCE

Bio-Reference Laboratories

Lead Phlebotomist

Denver, CO | 2018 - current

- Oversaw team of 11 phlebotomists at multiple client sites and centers
- Promoted staff cohesion and effective communication skills to reduce staff and patient stress, resulting in a 14% reduction in staff turnover rates
- Monitored phlebotomists stick-per-hour rate, patient wait time and inventory supply. Communicated areas for improvement promptly and respectfully
- Engaged with patients in a respectful and courteous manner to determine areas for increased sample output and enhanced patient experience
- Stayed up-to-date on new procedures and regulations then communicated these changes to phlebotomy staff

Hackensack Meridian Medical Center

Phlebotomist

Denver, CO | 2014 - 2018

- Accurately and carefully utilized straight and butterfly needle methods, and asked anxious patients to lie down, resulting in 85% reduced risk of patient fainting and 100% reduced injury risk due to falling from a seated position
- Followed all phlebotomy safety regulations, including the proper use of PPE, OSHA cleanliness standards, handling of biohazard materials and blood disposal methods
- Explained the collection process patiently and compassionately, ensuring patients left knowing that their utmost care is our priority
- Worked cooperatively with physicians, patients, and insurance providers to provide meaningful care, enabling 40,000+ successful blood unit collections at the site

Private

Nanny

Denver, CO | 2012 - 2014

- Assisted a family of 4 children (1, 3, 5, and 7) including one child who was non-speaking, and another on the autism spectrum
- Frequently verified the home was well-supplied with necessary household items such as diapers, groceries, bathroom supplies, arts and crafts items, etc
- Ensured the family dogs (a dachshund and St Bernard) were well groomed, fed, exercised for 30 minutes twice per day, and bathed every other week
- Contributed to education in early childhood learning including potty training, walking, and phonics through sound and picture matching
- Shopped for healthy ingredients at farmers markets with children, introduced them to new, fresh foods and created meals with them when safe and appropriate
- Obtained American Red Cross CPR and First Aid certification for children and adults

SKILLS

- Diligent
- Medical Records
- Patient Communication
- Teamwork
- Specimen Preparation
- Capillary Blood Collection

EDUCATION

Certified Phlebotomy Technician (CPT)

Next Step Institute

Denver, CO

2014 - 2014

Diploma

JFK High School

Denver, CO

2008 - 2012

CERTIFICATIONS

- Certified Phlebotomy Technician (CPT)