





# DANIELLE KEST

## Phlebotomist

### CONTACT

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Portland, OR   
[LinkedIn](#) 

### EDUCATION

Certified Phlebotomy  
Technician (CPT)  
ACI Medical & Dental School  
Portland, OR  
2015 - 2015

Diploma  
Washington High School  
Portland, OR  
2010 - 2014

### SKILLS

Detail Oriented  
Medical Records  
Patient Communication  
Collaboration  
Specimen Preparation  
Venipuncture

### CERTIFICATIONS

Certified Phlebotomy Technician  
(CPT)

### WORK EXPERIENCE

#### Phlebotomist

Accurate Diagnostic Labs

2020 - current / Portland, OR

- Adhered to all safety regulations, and went above and beyond to ensure that specimens were properly labeled and stored, resulting in a 30% reduction in unusable site samples
- Enhanced patient experience by thoughtfully explaining collection processes while demonstrating genuine care for patients
- Awarded Phlebotomy Today - Phlebotomist of The Year award for fostering a collaborative work environment
- Performed all necessary handling and centrifugation of samples with <1% of samples lost to human error
- Communicated effectively with all technicians and insurance providers to provide a seamless experience for patients leading to a 10% reduction in wait time

#### Phlebotomist

Trinitas Hospital

2019 - 2020 / Portland, OR

- Increased single-stick success and maintained a draw rate of 13 patients per hour by using efficient and painless techniques
- Utilized best practices, including recommending that nervous patients lay down to achieve 70% reduced instance of fainting
- Received 10+ special requests from returning patients with needle phobias to have me draw their blood
- Maintained an organized phlebotomy cart to increase efficiency, significantly reducing time between patient presentation and collection completion
- Demonstrated genuine compassion for all patients and co-workers, while seeing 40-100 patients per day

#### Server

Torentella's Restaurant

2015 - 2019 / Portland, OR

- Nurtured a positive, cooperative environment between servers, runners, bussers, cooks, prep-staff, etc. to foster creative, flexible, and cohesive solutions to common restaurant problems
- Utilized strategies to exceed sales targets by 12% by up-selling items with high profit margins, including appetizers, drinks, and extras
- Introduced each course of the meal using exact phrasing established by the head chef to foster an immersive and engaging food experience for diners

- Retained knowledge on menu staples, and continually expanded knowledge on rotating specials including information on dietary restrictions for dishes, and cooking methods