


# DANIELA KETERA

## Phlebotomist

### CONTACT

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(123) 456-7890 

Portland, OR 

[LinkedIn](#) 

### EDUCATION

Certified Phlebotomy Technician  
(CPT)

ACI Medical & Dental School  
2015 - 2015  
Portland, OR

Diploma  
Washington High School  
2010 - 2014  
Portland, OR

### SKILLS

Detail-oriented  
Medical Records  
Patient Communication  
Collaboration  
Specimen Preparation  
Venipuncture

### WORK EXPERIENCE

#### Phlebotomist

Accurate Diagnostic Labs

2020 - current / Portland, OR

- Maintained compliance with all safety regulations in labeling and storing specimens, resulting in a 30% reduction in unusable site samples
- Improved patient experience by explaining collection processes while demonstrating genuine care
- Awarded Phlebotomy Today - Phlebotomist of The Year award for fostering a collaborative work environment
- Performed all necessary handling and centrifugation of samples with less than 1% of samples lost to human error
- Communicated 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 a 70% reduced instance of fainting
- Received 10+ special requests to draw blood from returning patients with needle phobias
- Demonstrated genuine compassion for all patients and co-workers while seeing 40-100 patients per day

#### Server

Torentella's Restaurant

2015 - 2019 / Portland, OR

- Utilized strategies to exceed sales targets by 12% by upselling 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
- Developed familiarity with menu staples, and expanded knowledge of rotating specials, including information on dietary restrictions for dishes, and cooking methods