

Karla Green

Red Cross Phlebotomist

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New York, NY

 [LinkedIn](#)

Work Experience

American Red Cross - Phlebotomist

2020 - current

New York, NY

- Established trust and connection with donors resulting in a 17% increase in the repeat donor rate
- Balanced efficient donor draw rates and quality-control protocols, resulting in a 15% reduction of preventable spoiled blood donations at the site in 2020
- Collaborated with donors, drive organizers, technicians, and hospital staff proactively and compassionately, aiding in the collection of 20,000+ blood units per drive
- Received the "Pain-Free Sticker" award of the year for positive donor feedback
- Worked weekends, holidays, and nights as needed to ensure blood drives met collection goals

Quality Laboratory Services - Mobile Phlebotomist

2017 - 2020

New York, NY

- Maintained the highest standard of care for patients, including careful needle placement and safe sanitation practices for 60+ patients/day
- Built rapport with patients, laboratory technicians, doctors, and insurance providers to ensure efficient productivity and reduced instance of undue stress for patients
- Alleviated patient stress throughout sample collections by explaining collection processes and listening to unique support needs
- Successfully handled, stored, labeled, and processed samples, resulting in 0% sample loss due to human error

Healthy Skin Dermatology Group - Receptionist

2014 - 2017

New York, NY

- Utilized Canvas to streamline the integration of patient contact forms and insurance information, resulting in 25% reduction in patient intake time
- Completed internal and external medical record invoicing requests
- Provided exceptional customer service by answering phones and completing appointment requests in a timely and courteous manner, resulting in 5 Yelp reviews specifically noting the ease of scheduling with me
- Introduced the use of Calendly, and a staff upgrade from Google Calendar to Microsoft Outlook Calendar

Education

The Manhattan Institute - Certified Phlebotomy Technician (CPT)

2017 - 2017

New York, NY

Lincoln High School - Diploma

2010 - 2014

New York, NY

Skills

Detail Oriented, Medical Records, Patient Communication, Teamwork, Specimen Preparation, Capillary Blood Collection