

Jane Duncan

Certified Phlebotomy Technician (CPT)

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Skilled Phlebotomist with over 6 years of experience in hospital environments. Proficient in executing venipunctures and capillary punctures with precision and care. Committed to upholding patient comfort and specimen integrity according to health standards. Recognized for calming patient concerns and delivering straightforward aftercare guidance. Looking to apply practical skills and a personable nature in a new and vibrant setting.

SKILLS

- Venipuncture & Capillary Puncture
- Patient & Sample Management
- Excellent Communicator
- Empathetic & Patient-Focused
- Detail-Oriented & Organized
- Proficient in EHR Systems

EXPERIENCE

Memorial Medical Center, Springfield, IL

July 2020 - Present

Lead Phlebotomist

- Skillfully performed an average of 30 daily venipunctures, prioritizing patient comfort and upholding stringent safety protocols.
- Trained and mentored new staff on phlebotomy techniques and best practices, contributing to the team's knowledge and practice.
- Ensured accurate labeling and careful transport of specimens, ensuring 100% sample integrity and accuracy for critical diagnostic testing.
- Conducted patient interviews to verify medical history and update electronic health records (EHR).

St. John's Hospital, Springfield, IL

May 2017 - June 2020

Phlebotomy Technician

- Performed routine blood draws, adhering strictly to aseptic techniques and infection control protocols.
- Boosted patient satisfaction scores by 30% through exceptional communication skills and empathetic patient interactions, as measured by post-visit surveys.
- Contributed to the processing of over 1,000 COVID-19 test samples during peak pandemic periods, aiding in the timely diagnosis and contributing to the community's health management efforts.

EDUCATION

City Community College, Springfield, IL

Graduated: 2017

Associate of Applied Science in Phlebotomy

- Completed accredited phlebotomy training program.
- Participated in a semester-long practicum, gaining hands-on experience in venipuncture and specimen handling.
- Relevant Coursework: Human Biology, Fundamentals of Phlebotomy, Infection Control, Specimen Handling and Processing.

CERTIFICATIONS

- Certified Phlebotomy Technician (CPT), National Healthcareer Association
- Basic Life Support (BLS), American Heart Association
- Bloodborne Pathogens Certification

PROFESSIONAL MEMBERSHIPS

- National Phlebotomy Association (NPA)
- American Society of Phlebotomy Technicians (ASPT)

HONORS

- Excellence in Phlebotomy Recognition
 - Recognized by Memorial Medical Center for maintaining exemplary patient care and upholding safety standards during phlebotomy procedures.
- Team Contributor Acknowledgement
 - Received accolades from colleagues for consistent teamwork and support during busy periods, contributing to our department's efficiency.
- Community Health Volunteer Appreciation
 - Acknowledged for participating in local health fairs, offering essential blood pressure and glucose testing to support community health initiatives.

LANGUAGES

English (Fluent), Spanish (Professional proficiency)

INTERESTS & VOLUNTEERING

- Volunteer for annual community health fairs, conducting free blood pressure screenings.
- Regular participant in continued education workshops focusing on advancements in phlebotomy.