**FUNCTIONAL RESUME**

Jose Applicant

321 Jackson Street

San Jose, CA 55555

(123) 456-7890

jose.applicant@email.com

**PHLEBOTOMIST**

Successful track record in the blood-banking care environment

Results-oriented, high-energy, hands-on professional with skills in management, quality assurance, program development, training, and customer service.

**Key skills include:**

* Blood banking
* Quality assurance
* AABB accreditation
* Compliant with FDA cGMP

**EDUCATIONAL**

**Facilitated educational projects from 2018-2020 for Northern California blood centers.**

PHLEBOTOMY

Assisted team members in veni-punctures, donor reaction care, and providing licensed staffing to extend their duties by managing the blood services regulations documentation (BSDs) while assigned to the self-contained blood mobile unit (SCU).

**COMPLIANCE**

Provided daily operational review/quality control of education accountability as it relates to imposed government regulatory requirements in a medical environment.

**PROGRAM MANAGEMENT AND SUPERVISION**

Successfully supervised contract support for six AT&T Broadband systems located in the Bay Area prior to a career in phlebotomy. Managed scheduling, quality control, payroll, special projects, and evaluations to ensure proper end-of-line and demarcation signal.

Reduced employee turnover, introduced two-way communication to field employees, enhanced employee appearance, and spearheaded the expansion of employee (health) benefits.

**TECHNOLOGY**

Chief point of contact for the AT&T telephone and the ABC-affiliated TV stations as related to complaints and diagnosing communication problems either at the site or remote broadcasting.

**EDUCATION & CREDENTIALS**

SAN JOSE STATE UNIVERSITY, San Jose, Calif.

**Associate of Applied Science in EKG-Phlebotomy, 2017**