

# MICHAEL ANDERSON

Phlebotomist Supervisor

- San Francisco, CA
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Motivated phlebotomist with over 8 years of experience in hospital and clinic settings. Strong proficiency in blood collection and specimen handling, with a focus on maintaining patient comfort. Proven ability to work under pressure while ensuring accurate and timely specimen processing. Excellent communication skills that facilitate rapport with patients and healthcare teams.

## WORK EXPERIENCE

### Phlebotomist Supervisor | City General Hospital

Jan 2022 – Present

- Supervised a team of phlebotomists, ensuring adherence to safety and quality standards.
- Implemented training programs that improved team efficiency and reduced errors by 25%.
- Managed patient flow in the blood draw area, enhancing the overall patient experience.
- Conducted regular audits of blood collection processes to maintain compliance.
- Collaborated with laboratory staff to streamline specimen processing.
- Facilitated communication between patients and healthcare professionals to improve care.

### Phlebotomist | Metro Health Clinic

Jul 2019 – Dec 2021

- Performed blood draws for a diverse patient population in a busy clinic setting.
- Maintained accurate documentation of patient information and procedures.
- Engaged patients to explain the process and answer any concerns.
- Participated in quality improvement initiatives to enhance service delivery.
- Provided support during health fairs and community outreach events.
- Assisted in managing inventory and supplies for the phlebotomy department.

## SKILLS

supervision

patient care

blood collection

teamwork

quality assurance

communication

## EDUCATION

### Bachelor of Science in Nursing

2015 – 2019

University

## ACHIEVEMENTS

- Achieved a 90% satisfaction rating based on patient feedback surveys.
- Successfully reduced wait times in the blood draw area through process improvements.
- Recognized for contributions to patient care by hospital administration.

## LANGUAGES

English

Spanish

French