

# Hope Floyd

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Committed phlebotomist with 6+ years' experience obtaining, preparing, and processing blood samples. Reassuring and professional interpersonal manner with a talent for calming anxious patients and taking samples from infants and children. Excellent written and verbal communication and adept at working collaboratively with colleagues to meet challenging targets without compromising patient care. Advanced analytical skills with experience interpreting test results and communicating findings to physicians.

## Education

Associate of Science in Medical  
Laboratory Technology  
Southwestern College, Chula Vista, CA,  
September 2012 - June 2014

## Key Skills

- Vein, capillary, and finger-prick blood collection
- Infection control
- Specimen preparation and analysis
- Record keeping
- Professional and empathetic interpersonal style
- Microsoft Office Suite
- Maintaining laboratory equipment

## Certifications

- California Certified Phlebotomy Technician II License, renewed December 2020

## Professional Experience

### Phlebotomist

Abbott Laboratories, San Diego, CA | September 2017 - Present

- Record detailed reports of phlebotomy tests and patient profiles, achieving a 100% accuracy rate over three years
- Inspect testing equipment and perform routine maintenance and troubleshooting, referring to the technical team when necessary
- Obtain blood samples from patients safely and reassuringly, receiving 99.5% positive feedback in 2020
- Follow Good Clinical Practices guidelines and maintain patient confidentiality and dignity at all times

### Phlebotomist

La Maestra Community Health Centers, San Diego, CA | January 2016-Present

- Performed finger prick and vein blood tests and observed stringent infection control protocols
- Analyzed blood samples under supervision and recognized clinical abnormalities with 99.9% accuracy
- Notified doctors of test results and prioritized samples with clinically significant findings according to urgency
- Maintained a clean and inviting office environment and performed sanitization between patient appointments