

Henrietta Kim

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Enthusiastic recently-qualified phlebotomist with a talent for building trust with anxious patients and young children. Adept at collecting venipuncture samples in a fast-paced hospital environment and keeping detailed records. Able to remain calm under pressure and possesses a detailed knowledge of infection control best practice.

Key Skills

- Clear written and verbal communication
- Venipuncture and finger-prick sample collection
- Biometrics collection
- Record keeping
- Team player
- Sample preparation and processing
- Fluent in Spanish

Professional Experience

Medical Assistant Practicum Placement

Texas Children's Hospital, Houston, TX | February 2020 - May 2020

- Administer medication and take venipuncture and finger-prick blood samples under supervision
- Prepare samples for processing and perform diagnostic laboratory tests with support from experienced colleagues
- Support patients during examinations and procedures and calm children with anxiety or needle phobia
- Collect and record biometric measurements, including BMI, height, and weight

Receptionist

Sacred Oak Medical Center, Houston, TX | January 2016 - August 2018

- Maintained detailed departmental records and policies, achieving a 100% accuracy rate in 2017
- Answered patient phone calls and emails courteously and promptly and redirected queries to the correct department
- Provided outstanding customer service, receiving a 99.5% satisfaction score throughout the employment period
- Maintained a sanitary and welcoming working environment and remained vigilant to health and safety and infection control issues

Education

Associate of Applied Science in Medical Assisting

Houston Community College, Houston, TX, September 2018 - June 2020

Coursework completed:

- Medical Assistant Laboratory Procedures
- Anatomy and Physiology for Medical Assistants
- Procedures in a Clinical Setting
- Pharmacology and Administration of Medications

Certifications

- Texas Phlebotomy Certification, Houston Community College, 2021