

Robert Smith

Senior Biomedical Technician

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

To obtain a position that will enable me to utilize my customer service training, to maintain customer satisfaction, and contribute to company success. Although I have extensive experience in the biomedical technology field, I am a very flexible, adaptable individual, who is always up for a challenge, and eager to learn new things. I am a dependable team player who works very well with others, but am also a responsible multi-tasking person who can work effectively on my own.

SKILLS

Customer Service,
Database Management,
Customer Assistance,
Time Management.

WORK EXPERIENCE

Senior Biomedical Technician

ABC Corporation - February 2009 - December 2012

Responsibilities:

- Ensured positive customer/donor experience by providing health information, explaining fees, schedules, and bonus programs.
- Informing customers on the importance of plasma donation and the uses of products made from donated plasma.
- Answered multi-line telephone, relayed calls, and took detailed messages for managers, supervisors, team leaders, and fellow employees.
- Identified and screened donors by reviewing medical records, logs, and evaluated customer/donor suitability.
- Executed screen process which included health related questions, vital signs (blood pressure, pulse, and temperature), and reviewing results (using company database "DMS").
- Responsible for preparing donors for plasmapheresis procedure.
- Review donor record files for accuracy and completeness.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Biomedical Technician

ABC Corporation - 2004 - 2009

Responsibilities:

- December 2014-March 2015 Provide venipunctures to donor.
- Connect donor to plasma pheresis machine.
- Observe donor while donating.
- Chart documentation.
- Provide great customer service.
- Stock cabinets weekly.
- Follow HIPPA and safety policies..

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Diploma - (Southwest High School - Jacksonville, NC)