



# HENRY WALKER

Collection Technician Supervisor

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📍 Los Angeles  
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## SKILLS

Laboratory Techniques



Multitasking



Computer Literacy



Gis Proficiency



Survey Techniques



Quality Control



## INTERESTS

📖 Birdwatching 🧳 Traveling  
🏆 Sports Coaching 🧶 Knitting

## STRENGTHS

🔗 Pragmatism 🍃 Sensitivity  
💖 Sincerity 📌 Stability

## LANGUAGES



English



German



Dutch

## ACHIEVEMENTS

- 🌟 Improved specimen collection accuracy by 20% through enhanced training programs.
- 🌟 Reduced donor complaint resolution time by 30% via effective communication strategies.

## PROFESSIONAL SUMMARY

Dynamic Collection Technician Supervisor with 7 years of expertise in leading specimen collection teams and optimizing operational workflows. Proven success in ensuring compliance with health regulations and enhancing patient care experiences. Committed to fostering a collaborative environment while driving efficiency and accuracy in laboratory procedures.

## WORK EXPERIENCE

### Collection Technician Supervisor

📅 Apr / 2020-Ongoing  
📍 Chicago, IL

Blue Sky Innovations

1. Resolved donor complaints efficiently, enhancing overall satisfaction.
2. Documented and tracked complaints in a computerized system, ensuring follow-up.
3. Monitored donor reactions and documented findings to maintain safety standards.
4. Assisted in entering deviations into tracking systems for compliance purposes.
5. Initiated recalls for donors accepted in error, collaborating with quality assurance teams.
6. Ensured proper collection procedures were followed to maintain high accuracy.
7. Acted swiftly during medical emergencies to ensure donor safety.

### Collection Technician

📅 Apr / 2018-Apr / 2020  
📍 Denver, CO

Summit Peak Industries

1. Managed phone inquiries, directing them to the appropriate departments.
2. Handled transactions at the drive-thru and counter, processing payments accurately.
3. Set up new water/sewer accounts, ensuring compliance with policies.
4. Organized and filed water/sewer applications for efficient record-keeping.
5. Balanced cash drawers and prepared deposits for financial accuracy.
6. Assisted in training new staff on customer service protocols.

## EDUCATION

### Bachelor of Science in Health Sciences

📅 Apr / 2016-Apr / 2018  
📍 Phoenix, AZ

University of Health

Focused on health regulation compliance and patient care methodologies.