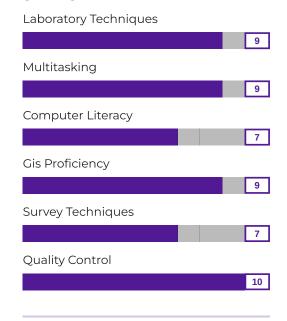


# HENRY WALKER Collection Technician Supervisor

- (123) 456 7899
- Los Angeles
- www.qwikresume.com

#### SKILLS



#### **INTERESTS**

Birdwatching

Traveling

Sports Coaching Y Knitting

#### STRENGTHS









## **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

Blue Sky Innovations

T Chicago, IL

- 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

Summit Peak Industries

**耳** Denver, CO

- 1. Managed phone inquiries, directing them to the appropriate departments.
- 2. Handled transactions at the drive-thru and counter, processing payments
- 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

University of Health

**₽** Phoenix, AZ

Focused on health regulation compliance and patient care methodologies.



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