



BENJAMIN LEE

Lead Phlebotomist

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🌐 www.qwikresume.com

SKILLS

Phlebotomy Techniques



Patient Interaction Skills



Interpersonal Skills



Technical Proficiency



Blood Specimen Handling



INTERESTS

★ Surfing

🥋 Martial Arts

🏠 Community Service

👥 Blogging

STRENGTHS

⌚ Patience

🏔️ Perseverance

📅 Planning

⚙️ Positivity

LANGUAGES



English



Mandarin



French

ACHIEVEMENTS

🌟 Improved patient satisfaction scores by 20% through enhanced communication techniques.

🌟 Successfully trained and onboarded 10 new phlebotomists, enhancing team efficiency.

🌟 Streamlined blood collection processes, reducing wait times by 15%.

PROFESSIONAL SUMMARY

Compassionate Lead Phlebotomist with 2 years of hands-on experience in blood collection and patient interaction. Skilled in training staff and ensuring adherence to safety protocols. Committed to providing empathetic care to diverse patient populations while optimizing lab operations. Eager to leverage expertise in fostering a positive environment for both patients and healthcare teams.

WORK EXPERIENCE

Lead Phlebotomist

📅 Feb / 2024–Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Trained new staff on phlebotomy techniques, safety protocols, and patient care best practices.
2. Acted as a liaison between laboratory staff and patient caregivers to ensure seamless communication.
3. Maintained all personal and professional certifications, ensuring compliance with state and employer requirements.
4. Performed blood draws and other duties in a safe, efficient, and professional manner.
5. Served as a positive role model, promoting a supportive environment for co-workers and patients.
6. Coordinated logistics and materials for staff meetings and training sessions.
7. Managed incoming and outgoing calls while ensuring accurate message recording.

Lead Phlebotomist

📅 Feb / 2023–Feb / 2024

Crescent Moon Design

📍 Portland, OR

1. Ensured team members collected lab specimens accurately and returned them to the lab for timely processing.
2. Assisted patients in connecting to blood donation machines, ensuring comfort and safety.
3. Supported both pediatric and adult patients in lab specimen collection, demonstrating adaptability.
4. Provided critical support during trauma cases, collecting necessary specimens in high-pressure situations.
5. Utilized specialized training in NICU and ICU settings to deliver expert care.
6. Delivered excellent customer service, fostering positive interactions with patients and families.

EDUCATION

Associate of Applied Science in Phlebotomy

📅 Feb / 2022 – Feb / 2023

Health Sciences Institute

📍 Santa Monica, CA

Comprehensive training in phlebotomy techniques, patient care, and safety protocols.