# ROBERT SMITH

## Associate Phlebotomy Supervisor

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

A highly motivated, results-focused supervisor with over fifteen years of managerial experience in the healthcare industry and military. Possess strong leadership and successful team building capabilities.

### CORE COMPETENCIES

Phlebotomist, Team Leader, Supervisor.

### PROFESSIONAL EXPERIENCE

#### Associate Phlebotomy Supervisor

**PathGroup - 2015 – 2019**

**Key Deliverables:**

- Supervised the activities of patient service technicians and the operations of the patient service center.
- Worked with laboratory staff and clients to ensure the optimal operation of the Patient Services Center.
- Hired and trained staff and worked to build leaders within the organization.
- Completed performance appraisals regarding staff performance and designed performance improvement plans for staff needing improvement.
- Organized and evaluated office procedures to ensure an effective and efficient flow of work, while establishing acceptance of new methods and standards.
- Managed personnel, payroll, procurement of supplies, and patient service center operations.
- Resolved customer issues and addressed complaints, by providing swift and positive resolutions.

#### Phlebotomy Supervisor

**ABC Corporation - 2013 – 2015**

**Key Deliverables:**

- Human resources for 59 employees payroll, progressive disciplinary, performance improvement plans, recruit, hire, quarterly performance appraisals, quarterly incentives, and annual merit awards.
- Develop corporate new hire/current employee training program for compliance, competencies and portal usage.
- Logistics and resource scheduling for East Valley territory.
- Quarterly PSC site inspections.
- All facility and property management.
- Special Projects coordinate MLB spring training 40-man roster blood draws.
- Quarterly articles regarding recognized employees.


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### EDUCATION

Certificate in Business Management - (Midland Technical College - Columbia, SC)

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