

Crystal Day

Medical Professional

I am an enthusiastic professional with strong communication skills. I work well with others, and enjoy being a part of a productive team. I am always courteous and can work efficiently in a fast-paced environment. My vast experience in customer relations makes me exceptionally qualified to work as a Certified Professional Phlebotomist Technician III. Willing to relocate locally and remotely. I am qualified and authorized to work in all 50 United States for any employer.

Sherry Dale Luxor Scientific Contract, Washington DC, May 2025 – April 2026

Patient Service Technician III (PST III), often in laboratories or healthcare facilities, performs advanced phlebotomy and patient service duties. Brief duties include: Drawing blood specimens from patients using venipuncture and capillary techniques. Verifying patient identity and labeling specimens accurately processing, handling, and transporting lab samples. Maintaining records and entering patient information into computer systems following safety, infection control, and HIPAA procedures, assisting with training or mentoring junior staff. Performing difficult blood draws on pediatric, geriatric, or hard-to-draw patients, maintaining supplies and ensuring equipment is clean and functional. Providing professional customer service to patients and healthcare staff.

Quest Diagnostics Labs, Bethesda, Maryland, April 2023 – March 2025

Customer service including labeling centrifuge and freezing any required specimens according to the test ordered by the provider. Complete all data entry accurately, including patient registration and test orders. Also, including billing information and collecting payments when required. Practice HIPAA, ensuring patient

information is kept confidential and protected according to EEC guidelines. Ensuring compliance with regulations while maintaining high standards of accuracy and professionalism. Certified Phlebotomy Technician III, Duties: Customer service, draw blood from patients using proper protocol and supplies to ensure the accuracy and quality of samples. Prepare blood samples for lab testing.

Predictive Health Diagnostics Company, Maryland, September 2020 - January 2023

Certified Phlebotomy Technician II, Responsibilities: Greet and intake patients, ensuring patients' demographics and insurance are accurate. Fulfilling patient provider orders by drawing blood and collecting other specimens, labeling and centrifuging specimens to ensure the test requisition is accurate. Process and package specimens for transport to the lab for testing and analysis.

Quest Diagnostics Labs, Gaithersburg, Maryland, April 2021 – October 2021

Certified Phlebotomy Technician II

Bio-Reference - Gaithersburg, Maryland January 2018 - April 2021 Certified Phlebotomy Technician II, Responsibilities: IOPs (doctor's office). Customer service, patient intake, verifying patient demographic, insurance, and the patient's provider's orders. Worked in PSC (patient service center) performing 60 – 120 patient blood draws a day. Traveling to the patient's location for

private and non-private blood draws. Collect Covid test, label, and centrifuge blood and other specimens, as well as freezing required specimens for processing to be packaged and sent out to the local and reference lab for testing.

Washington Hospital Center, Washington, DC, March 2019 - July 2020

Certified Phlebotomy/IV Therapy: Blood draws for in-patients, for various illnesses such as routine and STAT draws, ICU and ER, hospital psych, and prison ward. Including blood bank, blood donations for lab analysis testing. Set up and stock the tray with specimen supplies. Using a data entry handheld printer scanner for specimen labeling and patient accuracy processing. Ensuring accurate patient information and tests are ordered.

LabCorp Gaithersburg, Germantown, Maryland, July 2015 - November 2017

Certified PST (Phlebotomy Technician II): Customer service, patient intake, verify patient demographics and insurance, along with providers' orders, drawing blood, and processing patient orders for a variety of doctors, and processing specimens to be sent out to the company and referral labs for testing to fulfill doctors' orders.

American Red Cross, Rockville, Maryland, January 2015 - July 2016

Certified Collection Specialist: Greet and screen donors for health history and eligibility interviews. Explain to the donor reaction care plan and procedures. Using a 16 – 18-gauge needle for donors donating blood through an Apheresis donor machine, collecting Red Blood Cells for donations. Process and packaging of blood as assigned. Perform daily function checks, assemble and disassemble daily equipment, and maintain supplies, ensuring a state of readiness and maintaining compliance.

Sunrise Medical Laboratories January 2012 - July 2014

Certified Phlebotomist Technician: Internal Medicine Office, Dr. Gabriel Berribi. Blood draws for all ages in the DC, MD VA area. Stationed and float position. Responsibilities: customer service, patient intake,

verifying demographics, insurance, and lab orders. Blood draws and collect other specimens as requested by the provider for various health reasons. Private nursing homes and private homes

EDUCATION:

Certified BLS CPR American Heart Association Montgomery College, Rockville, MD
04/05/25 Certification IMP25S97B66F

Certified Phlebotomy Technician III, Metropolitan Institute of Health & Technology (MHIT), Lorton, VA. Graduated March 2011 – July 28, 2011 02/01/2026 Certification N4T2F5C9

CNA (Certified Nursing Assistant) Cambridge Nursing Academy – Gaithersburg, MD Graduated January 2018 - March 2018

Registered Medical Assistant, American Career Institute, Wheaton, MD, 2010. Graduated

Massage Therapy, Allied Health Institute, Wheaton, MD, Graduated January 2006 - 2007

Behavioral Science Associates Program, University of Maryland, College Park, MD (UMUC)
February – September 2007

SKILLS:

- Positive Attitude
- Observation skills
- Compassionate
- Team Player Mentality
- Eye-hand Coordination, Efficient

ADDITIONAL SKILLS:

Proficient in all aspects of Phlebotomy, blood collection by venipuncture and capillary technique from patients of all age groups, urine and drug screen collections.

Great knowledge of medical and anatomy terminology follows all HIPAA and OSHA regulations. Demonstrate self-confidence when performing Phlebotomy and interacting with patients. Communicate effectively with patients when explaining the procedure and preparation.

Ability to work under pressure in a fast-paced, clinical environment. Excellent customer service and communication skills