

Olivia Watson

Group Leader, Pheresis

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STRENGTHS

- 👥 **Floor coordination**
When donor movement tightened, coordinated assignments and readiness checks so staff could keep collections moving safely.
- 👤 **Staff coaching**
New technicians gained confidence through demonstrations and observed practice, with questions welcomed during real floor work.
- 🗣️ **Donor communication**
Clear explanations helped donors follow screening, nutrition, and appointment steps without feeling rushed or overlooked.
- 🔧 **Equipment response**
When alarms appeared, checked machine status, recorded details, and involved senior support before concerns grew.
- ♥️ **Accurate records**
Careful PDA entries and electronic records gave leadership reliable details for follow up and donor safety review.

SKILLS

Venipuncture Donor monitoring

Vein assessment Staff training

Donor flow PDA recording

SOP compliance

Equipment calibration

Equipment maintenance

Adverse event response

Electronic donor records

Reception procedures Basic math

HSE practices OSHA policies

SUMMARY

Pheresis professional with three years of progressive experience supporting plasma collection, donor safety, staff training, equipment readiness, and floor coordination. Performs **donor set up**, venipuncture, collection monitoring, disconnect activities, vein assessment, and response to donor reactions within authorized scope. Maintains accurate records in electronic donor information management systems and uses a **Personal Digital Assistant** for machine alerts, alarms, volume variances, and adverse events. Provides clear guidance on screening, health tests, appointments, donation fees, center policies, nutrition, and registration procedures. Coaches collection staff through standard operating procedures while reinforcing **Health Safety and Environmental** practices and **Occupational Safety and Health Administration** requirements. Known for calm support, careful documentation, sound basic math, and steady attention to donor experience, product quality, and efficient flow across busy collection floors.

EXPERIENCE

Senior Pheresis Technician

Carolina Donor Health Center 📅 March 2025 - Present 📍 Winston-Salem, NC

Leads daily collection floor activity at a high volume donor center, supporting staff readiness, donor progression, equipment response, documentation, and safe procedural execution. Coaches developing technicians through demonstrations and observed practice, then helps resolve collection issues while keeping clinical leadership informed.

- Coordinated **donor flow**, staff assignments, collection readiness, and timely escalation across a high volume center
- Trained **pheresis staff** through SOP demonstrations, observed practice, and focused procedural coaching
- Evaluated **vein performance** and applied approved corrections during safe **plasma collection** procedures
- Resolved complex machine alarms, verified calibrations, and documented collection variances using PDA records
- Monitored **donor reactions**, provided authorized support, and engaged **clinical staff** for prompt escalation
- Reinforced HSE and OSHA practices through floor coaching and routine equipment checks

Pheresis Technician

Piedmont Plasma Care 📅 October 2023 - February 2025 📍 High Point, NC

Performed plasma collection for scheduled and walk in donors while supporting screening education, electronic records, equipment readiness, reception coverage, and timely communication with **floor leadership**. Combined careful procedural work with respectful donor explanations and accurate incident reporting.

- Performed **donor set up**, **venipuncture**, monitoring, and disconnect activities under approved SOPs
- Explained screening, health tests, appointments, fees, policies, and nutrition guidance to donors
- Entered donor and collection details accurately in electronic donor information management systems
- Recorded **machine alerts**, alarms, **volume variances**, and adverse events through PDA documentation
- Completed calibration checks and verified **equipment maintenance** status before collection procedures
- Supported reception and registration during peak periods using donor identifiers and basic math

PROJECTS

Donor Flow Readiness 📅 2026

Supported a collection floor improvement effort by aligning staff readiness, donor progression, equipment checks, and escalation practices during busy operating periods.

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Senior Pheresis Technician at Carolina Donor Health Center (1.6 Years)
- Pheresis Technician at Piedmont Plasma Care (1.3 Years)

Collection Documentation Review 📅 2025

Reviewed PDA and electronic donor records for alerts, variances, and adverse events, helping strengthen accurate communication with floor leadership.

LEADERSHIP & AWARDS

- Recognized by collection leadership for dependable floor coordination and calm support during busy donor periods.
- Selected by senior staff to coach developing technicians on collection procedures, documentation, and donor care.

EDUCATION

High School Diploma

R.J. Reynolds High School 🎓 GPA: 3.5 📅 2023 📍 Winston-Salem, NC

Coursework: Health sciences, biology, mathematics, workplace safety

CERTIFICATIONS

- Certified Phlebotomy Technician, National Healthcareer Association 📅 2024
- Occupational Safety and Health Administration Safety Training 📅 2024

TECHNICAL SKILLS

- **Pheresis Procedures:** Donor set up, venipuncture, disconnect activities
- **Donor Care:** Reaction response, nutrition guidance, health screening
- **Collection Monitoring:** Vein assessment, volume tracking, donor observation
- **Electronic Records:** Donor information systems, procedure entries, record review
- **PDA Documentation:** Machine alerts, adverse events, incident recording
- **Equipment Readiness:** Calibration checks, maintenance verification, alarm response
- **Safety Standards:** SOPs, HSE requirements, OSHA policies
- **Center Operations:** Donor flow, turnover monitoring, escalation
- **Reception Services:** Registration procedures, appointment processes, donor information
- **Clinical Support:** Clinical escalation, reaction support, product quality

PROFESSIONAL AFFILIATIONS

- National Healthcareer Association, Certified Phlebotomy Technician community.
- Plasma collection workforce, donor safety and procedural learning community.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST