



Diya Nicholson

Lead Phlebotomist

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STRENGTHS

- ♥ **Patient centered collection**
Patients received clear explanations during difficult draws, which helped build trust and kept interactions respectful.
- ☰ **Workflow coordination**
Morning coverage and priority requests stayed organized through active assignment review and practical communication with colleagues.
- 👥 **Training support**
New phlebotomists gained confidence through demonstrations, observed practice, checklists, and direct competency feedback.
- 🧪 **Specimen integrity**
Every sample received careful identification, labeling, processing, inspection, and routing so testing teams could work reliably.
- ♥ **Calm escalation**
Safety events and discrepancies were documented clearly, then shared with appropriate leaders before patient care was affected.

SKILLS

Phlebotomy Venipuncture

Patient Identification

Specimen Labeling

Aseptic Technique

Specimen Processing

Centrifugation Specimen Integrity

Laboratory Information System

Pending Logs Test Orders

Send Out Preparation

Staff Training

SUMMARY

Lead phlebotomy professional with six years of hospital and outpatient experience supporting **specimen collection**, laboratory operations, staff development, and patient service. Coordinates daily draw assignments, morning rounds, **staffing coverage**, pending work, and priority requests while maintaining accurate **patient identification**, bedside labeling, **aseptic technique**, and respectful communication. Processes specimens through verification, centrifugation, receiving, integrity inspection, send out preparation, and routing across testing areas. Trains new phlebotomists through orientation checklists, demonstrations, observed collections, LIS practice, and competency feedback. Uses laboratory information systems, computers, handheld devices, inventory controls, incident documentation, and safety procedures to protect testing readiness. Supports continuity during supervisor absences by addressing workflow concerns, escalating hazards, and coordinating practical solutions. Offers steady, service focused leadership for safe, timely laboratory care.

EXPERIENCE

Senior Phlebotomist

Hudson Crest Hospital 📅 January 2024 - Present 📍 Yonkers, NY

Leads collection coverage across inpatient units and outpatient draw areas, supports laboratory operations, trains new staff, and maintains continuity during supervisor absences.

- Coordinated **morning draws**, timed orders, **staffing coverage**, and priority requests across inpatient and outpatient areas.
- Performed difficult venipuncture using two identifier verification, bedside **labeling**, **aseptic technique**, and respectful patient communication.
- Trained new phlebotomists through **orientation checklists**, observed collections, LIS practice, and documented competency feedback.
- Reviewed LIS pending logs, corrected missing labels, and prepared send out specimens before testing delays occurred.
- Verified, centrifuged, received, inspected, and routed specimens while coordinating clarification with testing departments.
- Served as senior contact during supervisor absences, addressing safety events, inventory needs, calls, and staffing concerns.

Phlebotomist II

Metro Valley Medical Laboratory 📅 July 2022 - December 2023 📍 Mount Vernon, NY

Managed hospital affiliated collections, prepared testing and reference **laboratory specimens**, supported daily coverage decisions, and guided newer team members through department workflows.

- Managed scheduled and walk in blood collections while adapting technique for age, mobility, veins, and testing needs.
- Prepared reference laboratory **send outs** through labeling, centrifugation, **LIS** receiving, packaging, and routing procedures.
- Reviewed collection lists, communicated outstanding draws, and redirected assignments during urgent orders or staffing changes.
- Guided newer phlebotomists through collection procedures, computer workflows, handheld devices, and patient service expectations.
- Investigated **specimen discrepancies** using orders, labels, timestamps, collection notes, and LIS records before escalation.
- Monitored frequently used supplies and communicated replenishment needs before high volume collection periods.

Phlebotomist

Lakeside Community Hospital 📅 June 2020 - June 2022 📍 New Rochelle, NY

Competency Support

Workflow Coordination

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Phlebotomist at Hudson Crest Hospital (2.8 Years)

● Phlebotomist II at Metro Valley Medical Laboratory (1.4 Years)

● Phlebotomist at Lakeside Community Hospital (2 Years)

Performed inpatient and outpatient collection work while building dependable skill in patient identification, **specimen processing**, LIS documentation, safety, and patient communication.

- Performed inpatient and outpatient collections using **patient identification**, **venipuncture**, infection prevention, labeling, and transport procedures.
- Verified orders, timing, fasting status, and specimen instructions before draws, then clarified concerns with nursing staff.
- Received and prepared specimens for laboratory sections using centrifugation and routing practices that protected sample integrity.
- Entered specimen information, printed labels, tracked pending collections, and corrected routine LIS documentation issues.
- Responded to difficult collection situations with clear explanations, professional service, and appropriate escalation of safety concerns.
- Completed required education, incident reporting, **inventory** checks, **confidentiality** practices, and departmental communication activities.

PROJECTS

Specimen Workflow Continuity 📅 2026

Created a practical workflow reference for pending collections, specimen discrepancies, send outs, and supervisor coverage, supporting consistent laboratory service during busy shifts.

Phlebotomy Orientation Support 📅 2025

Structured orientation resources around collection demonstrations, LIS practice, observed competency, safety expectations, and feedback for newly hired phlebotomists.

LEADERSHIP & AWARDS

- Phlebotomy New Hire Peer Trainer, Hudson Crest Hospital, supporting orientation and observed competency development.
- Laboratory Safety Huddle Facilitator, Hudson Crest Hospital, encouraging practical reporting and daily risk awareness.

EDUCATION

High School Diploma

New Rochelle High School 🎓 GPA: 4.0 📅 2020 📍 New Rochelle, NY

Coursework: *Biology, health science, patient care, laboratory safety*

CERTIFICATIONS

- Certified Phlebotomy Technician, National Healthcareer Association 📅 2021
- Basic Life Support, American Heart Association 📅 2025

TECHNICAL SKILLS

- **Specimen Collection:** Venipuncture, difficult draws, blood collection
- **Patient Safety:** Two identifier verification, patient identification, aseptic technique
- **Specimen Processing:** Centrifugation, labeling, receiving
- **Specimen Routing:** Integrity inspection, testing areas, send outs
- **Laboratory Systems:** LIS, pending logs, test orders
- **Laboratory Devices:** Handheld laboratory equipment, computers, communication devices
- **Staff Development:** Orientation checklists, competency support, observed practice
- **Workflow Operations:** Morning draws, staffing coverage, daily assignments
- **Safety and Compliance:** Safety standards, incident documentation, confidentiality
- **Department Support:** Inventory control, call coverage, policy procedures

PROFESSIONAL AFFILIATIONS

- Hospital Phlebotomy Team, Hudson Crest Hospital, supporting shared coverage and dependable patient service.
- Laboratory Operations Team, Metro Valley Medical Laboratory, coordinating collection and specimen routing needs.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST