

Demi Guerra

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SUMMARY

Early career medical screening and **customer service** professional with approximately one year of supervised healthcare support, donor service simulation, and front desk experience. Prepared donor style registration, identity verification, **health history** review, routine screening measurements, **finger stick** workflow practice, and accurate electronic documentation under Standard Operating Procedures. Practiced **blood pressure**, pulse, temperature, weight, hematocrit, and total protein workflows, with careful escalation of abnormal findings to clinical instructors. Maintained confidentiality, clean screening areas, stocked supplies, and OSHA aligned safety practices. Supported telephone inquiries, appointment guidance, waiting room flow, basic math, and respectful communication with diverse participants. Ready to contribute dependable front end screening support, accurate records, safe donor observation, and calm customer service within a plasma collection setting.

EDUCATION

High School Diploma

Olathe North High School GPA: 4.0

2025

Olathe, Kansas

Coursework: Health science fundamentals, biology, anatomy, medical terminology

TECHNICAL SKILLS

- **Screening Measurements:** Blood pressure, pulse, temperature
- **Donor Intake:** Registration, identity verification, health histories
- **Specimen Workflows:** Finger stick, hematocrit, total protein
- **Electronic Records:** Electronic donor records, required fields, case closure
- **Safety Standards:** OSHA, HSE, bloodborne pathogens
- **Clinical Support:** Donor observation, medical referral, reaction reporting
- **Front Desk Systems:** Appointment procedures, telephone routing, check in
- **Documentation Practices:** SOPs, confidentiality, discrepancy correction
- **Operations Support:** Supply counts, form quantities, station stocking
- **Customer Communication:** Donor education, nutrition guidance, basic information

SKILLS

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|-------------------------|-------------------------|----------------------|---------------------|
| • Customer service | • Pulse | • Electronic records | • Donor observation |
| • Registration | • Temperature | • SOP compliance | • Telephone support |
| • Health history review | • Weight | • OSHA safety | • Basic math |
| • Blood pressure | • Finger stick workflow | • Confidentiality | |

EXPERIENCE

Medical Screening Practicum Trainee

January 2026 - Present

Community Health Practicum

Olathe, Kansas

Supervised healthcare practicum supporting donor style registration simulations, screening workflows, **electronic records**, safety practices, supply readiness, and clear participant education.

- Completed supervised **donor registration** simulations with identity verification and health history review
- Practiced blood pressure, pulse, **temperature**, and weight measurements using screening checklists
- Performed supervised finger stick workflow practice for hematocrit and **total protein** documentation
- Entered more than 120 simulated encounters into electronic training records accurately
- Explained **screening** steps, appointments, nutrition, and preparation instructions during participant role play
- Maintained stocked screening stations with confidentiality, hand hygiene, and exposure prevention practices

Part Time Front Desk Assistant

August 2025 - December 2025

Student Health Services

Olathe, Kansas

Supported campus health office reception, telephone service, confidential records, appointment flow, supply tracking, and referral of clinical questions to licensed staff.

- Managed health office check in, demographic verification, and staff direction for student visits
- Answered appointment calls and routed medical questions to licensed clinical personnel
- Protected confidential information across conversations, forms, records, and shared workspaces
- Monitored waiting room flow and reported delays or urgent concerns to supervisors

- Used basic arithmetic for supply counts, form quantities, and inventory entries
- Restocked intake materials and sanitized shared surfaces during high volume clinic periods

PROJECTS

Donor Screening Workflow Simulation 📅 2026

Completed a supervised simulation covering registration, health history review, screening measurements, escalation, electronic records, and donor education.

Clinical Measurement Skills Lab 📅 2026

Practiced blood pressure, pulse, temperature, weight, finger stick, hematocrit, and total protein workflows with safe specimen handling.

LEADERSHIP & AWARDS

- Student Service Recognition, 2026
- Health Sciences Skills Lab Achievement Award, 2026

CERTIFICATIONS

- OSHA Bloodborne Pathogens Awareness Certificate 📅 2026
- CPR/AED and First Aid 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Volunteer, Campus Wellness Outreach, 2025 to 2026
- Member, Health Careers Exploration Group, 2025 to 2026

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST