



Olivia Valencia

Phlebotomist, Ambulatory Specimen Collection

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STRENGTHS

- ♥ **Patient Centered Service**
Calm explanations helped nervous patients complete collections comfortably, and returning patients often requested the same steady approach.
- ✓ **Specimen Accuracy**
Two identifier checks and chairside labeling became a reliable habit, supporting clean routing and fewer avoidable questions.
- 💬 **Clinical Communication**
When a stat value or redraw needed attention, clear escalation helped providers and patients act without confusion.
- ☰ **Workflow Prioritization**
Busy draw periods required quick choices. Stat work moved first while pending collections stayed visible and organized.
- ♥ **Quality and Safety**
Routine QC review, disinfection, and 5S organization kept collection areas ready and gave supervisors confidence in daily records.

SKILLS

Venipuncture Capillary Collection

Patient Identification

Specimen Labeling

Specimen Processing

Quality Control TIQ Follow Up

Critical Value Communication

SUMMARY

Certified Phlebotomy Technician with three years of ambulatory and outpatient experience supporting accurate specimen collection, processing, documentation, and patient care. Performs venous and capillary draws for pediatric, adult, geriatric, obese, and difficult access patients while following written provider orders, laboratory guidelines, and **scope of practice**. Verifies two **patient identifiers**, labels specimens at chairside, protects specimen integrity, and coordinates redraws or test in question matters with clinical teams. Maintains Quality Control logs, temperature records, shift documentation, clean work areas, **infection prevention practices**, and 5S organization. Communicates critical and stat values through established pathways and explains redraw needs with calm, respectful service. Current **American Heart Association BLS for Healthcare Provider** certification supports dependable clinical teamwork, sound prioritization, and accurate follow through in busy medical offices.

EXPERIENCE

Phlebotomist, Ambulatory Care

Canyon Crest Primary Care 📅 July 2024 - Present 📍 Riverside, CA

Support ambulatory primary care operations through scheduled and same day specimen collection, processing, documentation, and patient communication. Work independently during busy clinic periods while coordinating TIQ resolution, redraws, critical results, QC records, and operational concerns with providers, medical assistants, nursing staff, and laboratory personnel.

- Collected venous and **capillary specimens** for **pediatric**, adult, geriatric, and difficult access patients.
- Verified two patient identifiers, then labeled tubes chairside for accurate specimen routing.
- Resolved TIQ questions with providers and laboratory staff, coordinating prompt patient **redraws**.
- Recorded QC, temperature, operational, and end of **shift logs**, escalating variances appropriately.
- Communicated critical and **stat values** through established escalation pathways to support timely care.
- Disinfected draw chairs and **processing** areas, using 5S practices during peak clinic periods.

Phlebotomy Technician, Outpatient Diagnostics

Sierra Vista Diagnostics 📅 October 2023 - June 2024 📍 Corona, CA

Delivered **outpatient phlebotomy** services across varied patient populations, balancing scheduled draws, stat requests, specimen transport, order clarification, and redraw coordination. Maintained accurate records, clean collection spaces, and dependable communication with ordering offices, supervisors, and clinical staff.

- Collected venous and **capillary specimens** using test specific supplies and handling instructions.
- Prepared and labeled specimens with verified identifiers, protecting integrity through laboratory handoff.
- Prioritized stat requests and competing draws while monitoring pending collections accurately.
- Investigated incomplete orders with ordering offices, documenting resolutions and arranging patient redraws.
- Completed QC and shift records, reporting supply, equipment, and workflow concerns to supervisors.
- Applied **infection prevention practices** throughout collection and **processing** spaces during each shift.

PROJECTS

Specimen Workflow Quality Improvement 📅 2024

A busy draw station exposed small gaps in readiness. Standardized 5S placement, chair disinfection, supply checks, and log review helped support cleaner handoffs and steadier service during peak outpatient periods.

Redraw Coordination

Infection Prevention

5S Organization

Laboratory Standard Work

Ambulatory Care

Customer Service Prioritization

LANGUAGES

English Native

Spanish Proficient

MY CAREER



● Phlebotomist, Ambulatory Care at Canyon Crest Primary Care (2.2 Years)

● Phlebotomy Technician, Outpatient Diagnostics at Sierra Vista Diagnostics (8 Months)

Redraw Coordination and TIQ Follow Up 📅 2023

A questionable specimen can delay care. Built a clear follow up routine for order clarification, laboratory questions, provider communication, patient contact, and redraw scheduling.

LEADERSHIP & AWARDS

- Recognized by primary care teammates for dependable patient service during busy collection periods.
- Selected by laboratory colleagues as a trusted resource for specimen questions and redraw coordination.
- Maintained consistent completion of QC logs, temperature records, and shift documentation.

EDUCATION

High School Diploma

Arlington High School 🎓 GPA: 3.5 📅 2023 📍 Riverside, CA

Coursework: Biology, Health Science, Anatomy, Medical Terminology

CERTIFICATIONS

- Certificate of Phlebotomy Technician 📅 2023
- American Heart Association BLS for Healthcare Provider 📅 2026

TECHNICAL SKILLS

- **Collection Methods:** Venipuncture, Capillary collection, Difficult access draws
- **Patient Populations:** Pediatric care, Geriatric care, Adult care
- **Specimen Handling:** Specimen labeling, Specimen processing, Specimen transport
- **Identification Controls:** Two identifiers, Order verification, Chairside labeling
- **Quality Control:** QC logs, Temperature logs, Variance escalation
- **Laboratory Workflows:** TIQ follow up, Redraw coordination, Test requirements
- **Clinical Communication:** Critical values, Stat values, Provider communication
- **Safety Practices:** Infection prevention, Disinfection, Scope of practice
- **Organization Methods:** 5S, Standard work, Supply readiness
- **Documentation Systems:** Shift logs, Daily reports, Monthly reports
- **Care Settings:** Ambulatory care, Outpatient care, Primary care
- **Support Certifications:** Phlebotomy Technician, AHA BLS, Medical Assistant coverage

PROFESSIONAL AFFILIATIONS

- Collaborates with physicians, medical assistants, nursing staff, and laboratory personnel on patient care workflows.
- Participates in ambulatory laboratory operations through clean work practices, clear communication, and dependable follow through.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST