

Jose Applicant

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CAREER OBJECTIVE

Results-oriented, high-energy, hands-on professional, with a successful record of accomplishments in the blood banking, training, and communication transmission industries. Seeks position in phlebotomy related to training, quality assurance, or customer service.

PROFESSIONAL ACCOMPLISHMENTS

- NCTI and ABM certifications.
- Facilitated educational projects over the past two years for Northern California blood centers, an FDA-regulated manufacturing environment, as pertaining to cGMP, CFR's, CA state and American Association of Blood Bank (AABB) regulations.
- Provided daily operational review/quality control of education accountability as it relates to imposed government regulatory requirements in a medical environment.
- Assisted other team members in venipunctures, donor reaction care, and providing licensed staffing an extension in their duties by managing the blood services regulations documentation (BSDs) while assigned to the self-contained bloodmobile unit (SCU).
- Successfully supervised contract support for six AT&T Broadband systems located in the Bay Area. Provided customer intervention/resolution, training in telephony and customer care, manpower scheduling, quality control, payroll, and special projects/plant extensions and evaluations to ensure proper end-of-line and demarcation signal.

PROFESSIONAL EXPERIENCE

- **Acting Education Manager**, American Red Cross, Oakland, CA: 2017-present
- **Education Coordinator**, American Red Cross, Oakland, CA: 2010-2017
- **Phlebotomist**, American Red Cross, Oakland, CA: 2006-2010
- **Cable Television CATV Supervisor**, Core Communication Inc, Sunnyvale, CA: 2003-2006
- **CATV System Technician**, TCI Cablevision Inc, Fremont, CA: 2000-2003
- **Technician/Day Shift Supervisor**, Avantek Inc, Milpitas, CA: 1996-1999

EDUCATION

Associate of Arts in Administration of Justice (1996)

San Jose State University, San Jose, Calif.