

Olivia Hendricks

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Dedicated Healthcare Professional who effectively motivates my peers and customers to bring forth quality life-saving medicines through the plasma donation process. I provide a sense of accomplishment to donors who volunteer and dedicate their time to save lives and take pride in providing exemplary customer service. Repeatedly recognized for hard work, attention to detail, integrity, and unwavering work ethics. Possesses outstanding attention to detail, written and verbal skills.

Authorized to work in the US for any employer

Work Experience

Senior Phlebotomy tech

Biolife Plasma Services-Rockford, IL

July 2024 to Present

- I perform a venipuncture on new and returning donors while ensuring their safety
- Able to install, operate, and trouble-shoot the plasmapheresis machine
- Knowledgeable in medical history and can assist with recording and documenting donors' vitals accurately
- Daily tasks like cleaning equipment, biohazard containers, and general areas around the center.
- I maintain the efficiency of the donation process by executing proper section management and excellent customer service

Phlebotomist 1

OSF HealthCare-Rockford, IL

May 2024 to July 2024

I Performed phlebotomy on critical patients in an inpatient environment. I was responsible for communicating and working alongside the patients care team to provide accurate specimens for the laboratory. I responded to emergency traumas and performed specific phlebotomy procedures to ensure accurate test results in a timely manner.

Phlebotomy Lab Technician

Mercy Health-Rockford, IL

August 2023 to April 2024

I continued my phlebotomy experience at the Javon Bae Hospital where I learned to be Proficient with Hospital Information System (HIS) and Laboratory Information Systems (LIS) to release orders or register patients as needed. Performed patient registration, payment collection, data entry of demographic and insurance information and other procedures as necessary to support efficient sample processing. Transferred patient test requests from scripts, requisitions, and verbal orders into the HIS and laboratory computer systems. Answered and screen telephone calls in a professional and helpful manner. Resolved unusual or unclear test orders by contacting the physician, nurse, reference laboratory and documents actions taken. Referred all unresolved issues to the appropriate supervisor. Generated lists and labels and ran daily reports. Reviewed order monitor and investigate the collection summary report. Assessed orders for special collection requirements; patient preparation and appropriate order of draw. Accurately identify patients using two patient identifiers. Proficiently perform phlebotomy on patient population to obtain blood specimens. Possess the ability to assess patient response to procedure and interact with the patient at a level that is understandable and comfortable for the patient. Assess patient reaction to procedures and adjust process as indicated. Obtain medical/supervisory assistance as necessary. Accurately identify and label specimens with patient name, date of birth, date and time of collection and collector code. Assured specimen integrity by using aseptic technique and following appropriate procedures. Proficiently

collected other samples as indicated including throat swabs, MRSA swabs, urine samples, heel sticks, finger sticks, blood cultures and blood bank specimens. Performed glucose tolerance and hormone stimulation specimen collection in the specified time increments, as well as accurate patient preparation. Performed research program, Lab One, and special collection kit specimen collection. Provided patient instruction in the collection and handling of personally collected specimens. Received and accessions collected specimens using LIS, examines for testing acceptability, centrifuges and aliquots specimens as needed and delivers to the appropriate section in the laboratory or batches specimens for courier pick-up. Appropriately notify testing personnel of stat requests. Accepted specimens from a variety of internal and external customers; sort samples; resolve specimen identification or requisition issues; utilize LIS to appropriately receive specimens; package and track specimens for transportation to reference laboratories. Possessed working knowledge of insurance processes specific to reference laboratories to assure billing is done in accordance with government regulations. Performed rapid flu and strep tests, mono testing, pregnancy testing and dipstick urinalysis according to established procedures. Performed quality control procedures and proficiency testing accurately and as closely as possible to patient testing. Called critical results to the appropriate licensed caregiver and chart reports as needed. Performed electrocardiogram tracing ten lead and pediatric EKGs. Communicates critical results to authorized personnel. Performed result entry in the LIS, temperature checks. Cleaned and checked laboratory glassware. Assisted with inventory and maintenance of supplies at an appropriate level. Submitted orders for supply acquisition; received and stocked supplies. Filled supply requests from clients and providers. Finally, I Demonstrated exemplary phlebotomy skills with all types of patients; Using these skills to serve as a resource to the phlebotomy team.

Phlebotomy Technician (SPCT)

BioLife Plasma Services-Rockford, IL

July 2022 to August 2023

- I perform a venipuncture on new and returning donors while ensuring their safety
- Able to install, operate, and trouble-shoot the plasmapheresis machine
- Knowledgeable in medical history and can assist with recording and documenting donors' vitals accurately
- As a trainer, I'm allowed to teach new hires how to perform their job according to the centers' standard operating procedures
- Daily tasks like cleaning equipment, biohazard containers, and general areas around the center.

Direct Support Professional

Milestone Inc-Rockford, IL

August 2020 to May 2022

- Oversee 3 to 5 individuals in a group home setting.
- Ensure that individuals are following proper hygiene rituals and encourage them to work on daily tasks that build the skills they have and new skills they may need in the real world.
- Under Covid-19 restrictions implemented the necessary precautions in their daily schedule to remain safe and healthy.
- Trained in CPR and CPI procedures.
- Communicate daily to nursing staff in regards to individuals health concerns.
- Responsible for transporting individuals to scheduled medical appointments and accompanying them in their clinical care.
- Conduct weekly meetings to determine future activities and outings.

Reviewer

SafeSpeed, LLC-Chicago, IL

September 2019 to March 2020

- Responsible for approving or dismissing recorded red light violations in the Chicagoland area requiring high level of attention to detail.
- Efficiently maintained the 180 videos per hour requirement.
- Conveyed findings to appropriate channels that resulted in Law Enforcement actions.

Crew Member

Chipotle Mexican Grill-Chicago, IL

March 2019 to August 2019

- Worked in a team environment during morning preparations and serving customers.
- Monitored food output to meet weight limits in correlations to sales goal.
- Responsible for fulfilling online orders and navigating third party vendors POS.
- Took part in cleaning the store and maintained Health Department standards.

OFS Member

GrocerKey/ShopWoodmans-Rockford, IL

January 2018 to December 2018

- Knowledgeable of online shopping systems and handheld POS devices.
- Carried out shopping orders in standardized time, exceeding expectations.
- Efficient in organizing, packing, and staging orders for pick up.
- Responsible for processing payment to complete sales
- Monitored incoming calls and problem solved customer inquiries.
- Audited sales transactions.

Team Member

Wetzel's Pretzels-Rockford, IL

June 2017 to January 2018

- Responsible for opening and closing store.
- Efficient in processing customer orders
- Prepare menu items in timely manner
- Processed incoming stock shipments and organized work environment.
- Met monthly upselling goals.

Education

High School Diploma

Thomas Jefferson High School - Rockford, IL, US

August 2012 to May 2016

Skills

- Customer service (7 years)
- Money Handling (2 years)
- Sales (Less than 1 year)
- Computer Skills
- Home Care
- Commercial Cleaning
- Developmental Disabilities Experience
- Autism Experience
- Residential Cleaning

- Crisis Intervention
- Meal Preparation
- Behavioral Health
- Phlebotomy
- Patient Care
- Laboratory Experience
- Medical Records
- Administrative experience