

Terresha Summers

Administrator/Behavioral health/ phlebotomist

Waddell, AZ 85355

terreshababy@gmail.com

+17792481783

Professional Summary

Volunteer at the juvenile detention facility in Joliet, IL 2016-2018 as a mentor

Dog Groomer, Whelping and handler

Phoenix, AZ May 2019-June 2024

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

CNA - Certified Nursing Assistant/Caregiver

Aloe Home Care-Surprise, AZ

August 2025 to Present

- Provided compassionate and personalized care to terminally ill patients in a hospice setting
- Assisted with activities of daily living, including bathing, dressing, grooming, and toileting
- Administered medications as prescribed by healthcare professionals and documented patient responses
- Monitored vital signs regularly and reported any changes or concerns to the nursing staff
- Supported emotional well-being of patients by actively listening, providing companionship, and offering comfort during difficult times
- Assisted in end-of-life care procedures such as turning/repositioning bedridden patients to prevent pressure ulcers
- Provided assistance with pain management techniques under the guidance of healthcare professionals

Medication Technician

Vinyard Park of Surprise-Surprise, AZ

June 2025 to Present

- Administered medications to patients according to prescribed dosage and schedule
- Monitored patients for any adverse reactions or side effects from medication
- Maintained accurate records of medication administration and patient responses
- Collaborated with healthcare team to ensure proper medication management and adherence to treatment plans
- Assisted in the ordering, storage, and inventory control of medications and supplies
- Provided education to patients on proper medication use, potential side effects, and precautions
- Followed all safety protocols and infection control measures when handling medications
- Responded promptly to patient requests for medication refills or changes in prescription orders
- Performed regular checks on emergency medical equipment such as crash carts and defibrillators

- Assisted nurses with various tasks including taking vital signs, collecting specimens, and assisting with procedures
- Supported patients' emotional well-being by providing compassionate care during medication administration
- Collaborated with pharmacists to resolve any discrepancies or issues related to medication orders or prescriptions
- Ensured compliance with state regulations regarding the handling and administration of controlled substances
- Participated in interdisciplinary meetings to discuss patient progress, concerns, and adjustments in treatment plans
- Implemented strategies for improving efficiency in medication delivery process resulting in XX% reduction in errors
- Trained new staff members on safe practices for administering medications
- Developed personalized care plans based on individual patient needs
- Maintained confidentiality of patient information at all times
- Coordinated with pharmacy services for timely delivery of medications
- Demonstrated proficiency in using electronic health record systems for documentation purposes
- Closely monitored high-risk patients requiring specialized drug therapies
- Provided support during emergencies by administering life-saving medications as directed by healthcare professionals
- Investigated incidents involving incorrect dosages or missed doses; implemented corrective actions accordingly
- Collaborated with physicians to ensure accurate medication orders and resolve any discrepancies
- Assisted in the management of medication-related side effects and adverse reactions

Mobile Phlebotomist

TravaLab-Waddell, AZ

August 2024 to Present

- Performed mobile phlebotomy services, traveling to patients' homes and healthcare facilities
- Collected blood samples from patients using a variety of techniques, including venipuncture and capillary puncture
- Ensured proper patient identification and labeling of specimens to maintain accuracy and prevent cross-contamination
- Maintained strict adherence to infection control protocols, including the use of personal protective equipment (PPE)
- Managed a high volume of daily appointments while maintaining punctuality and efficiency
- Communicated effectively with patients to alleviate anxiety and provide clear instructions for specimen collection procedures
- Handled sensitive patient information with confidentiality and maintained HIPAA compliance at all times
- Utilized electronic medical record (EMR) systems to accurately document patient information, test orders, and results
- Collaborated with healthcare professionals in various settings to coordinate specimen collection schedules
- Demonstrated strong attention to detail when verifying patient demographics, test requirements, and physician orders
- Performed quality control checks on equipment regularly to ensure accurate test results
- Troubleshoot any issues or discrepancies during the phlebotomy process in a timely manner
- Followed established protocols for sample transportation, storage, and disposal according to regulatory guidelines
- Successfully collected XX blood samples per day on average without compromising accuracy or patient comfort
- Maintained a clean and organized mobile phlebotomy workstation, ensuring compliance with safety standards

- Collaborated with laboratory staff to resolve any specimen-related issues or discrepancies

Mobile Phlebotomist Owner Operator

PhleMera Mobile Screening & Wellness-Phoenix, AZ

July 2024 to Present

- Performed venipuncture and collected blood specimens from patients in a fast-paced clinical setting
- Ensured proper patient identification, labeling of specimens, and accurate documentation of all procedures
- Maintained strict adherence to infection control protocols and safety standards during blood collection process
- Demonstrated excellent customer service skills by providing compassionate care to patients during phlebotomy procedures
- Collaborated with healthcare team members to prioritize specimen collection based on patient needs and laboratory requirements
- Efficiently processed and prepared specimens for transport to the laboratory, ensuring timely delivery for analysis
- Utilized knowledge of different types of tubes, additives, and anticoagulants for appropriate specimen collection techniques
- Performed capillary punctures on pediatric patients using age-appropriate methods to minimize discomfort
- Managed inventory of phlebotomy supplies, restocking as needed to ensure uninterrupted workflow
- Followed established protocols for handling hazardous materials such as sharps containers and biohazard waste disposal
- Conducted quality control checks on equipment regularly to maintain accuracy in test results
- Assisted in training new phlebotomy staff members on proper techniques, safety procedures, and customer service skills
- Maintained confidentiality of patient information at all times according to HIPAA regulations
- Responded promptly to urgent requests for STAT orders or difficult venous access situations with professionalism and efficiency
- Collaborated with laboratory personnel regarding specimen requirements or issues related to sample integrity
- Participated in continuing education programs and workshops to stay updated on industry trends and best practices
- Adhered strictly to standard operating procedures (SOPs) when performing phlebotomy procedures
- Accurately recorded patient demographics, medical history information, and test orders into electronic health records (EHR)
- Provided clear instructions regarding pre-test preparations to patients, ensuring accurate test results
- Maintained a clean and organized work area, following infection control guidelines
- Assisted in the maintenance and calibration of phlebotomy equipment to ensure accuracy and reliability
- Collaborated with healthcare providers to resolve any issues or concerns related to specimen collection or handling
- Demonstrated proficiency in using various computer systems for order entry, result retrieval, and data entry
- Performed point-of-care testing (POCT) as required by specific patient needs or facility protocols
- Communicated effectively with patients of diverse backgrounds, demonstrating cultural sensitivity and respect
- Performed mobile phlebotomy services, traveling to patients' homes and healthcare facilities
- Collected blood samples from patients using a variety of techniques, including venipuncture and capillary puncture
- Managed a high volume of daily appointments while maintaining punctuality and efficiency

Phlebotomist

Central Clinical Labs-Phoenix, AZ

June 2020 to June 2025

- collect blood samples from patients
- practice proper patient identification
- Mobile going to patients homes, facilities and hospitals
- label vials with patient names and dates
- decipher the best method for drawing blood depending on the specific patient
- transport all specimen samples to a nearby laboratory
- centrifuge blood samples, depending on if this is allowed in the state you are working in
- expect to work with a large number of patients varying in age and health status
- be friendly, courteous and sympathetic when it comes to working with patients
- keep your phlebotomy cart or station well-organized at all times
- practice infection control standards at all times when working with patients and equipment

Behavioral Administrator Owner Operator

A.M.C.S Social Healthcare Services LLC-Phoenix, AZ

December 2020 to February 2025

Plans and organizes the daily functions of the facility.

- Oversees the development and implementation of operational policies and procedures.
- Available 24/7 by phone, unless another qualified person has been scheduled to be available.
- Manages financial responsibility within budgetary guidelines.
- Responsible for hiring, training, evaluating, providing corrective action and terminating direct report staff.
- Maintains staffing levels within regulations and budgetary guidelines.
- Coordinates ongoing staff development and training.
- Ensures compliance with federal, state and local laws and regulations.
- Oversees all facility operations, ensuring a safe and professional operation.
- Ensure that all Safety Policies and Procedures are followed at all times, including timely completion and submission of all incident and accident reports.
- Initiate and manage emergency procedures.
- Ultimately responsible for assuring that all resident and staff records are kept organized, complete and confidential.
- Responsible for the admission process and maintenance of the resident business files.
- Lead and manage all operations of the facility.
- Performs other related duties and activities.

Administrator

M & M Sunrise Behavioral Health-Goodyear, AZ

November 2023 to September 2024

- Oversees the development and implementation of operational policies and procedures.
- Available 24/7 by phone, unless another qualified person has been scheduled to be available.
- Manages financial responsibility within budgetary guidelines.
- Responsible for hiring, training, evaluating, providing corrective action and terminating direct report staff.
- Maintains staffing levels within regulations and budgetary guidelines.
- Coordinates ongoing staff development and training.

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- Responsible for the admission process and maintenance of the resident business files.
- Lead and manage all operations of the facility.
- Performs other related duties and activities.
- Reports to the clinical director on a daily basis
- Communicates with the BHP and Nurse in regards to residents Treatment
- Adheres to all AZDHS guidelines and regulations

Dog Groomer

Unchained BullyGang Kennels-Laveen, AZ

May 2019 to June 2024

- Assisted in taking appointments and creating the weekly schedule for the business.
- Responsible for doing a certain quota of dog grooming projects by the weekly deadline.
- Assisted in making sure that all supplies were in stock and placing orders when inventory ran low.
- Assisted in helping dogs to get exercise based on strict exercise regimes performed after grooming.
- Often asked to take certain dogs for therapeutic walks after a grooming was done.
- Assisted in keeping the weekly business schedule and calling customers when their dogs were ready to go home.
- Provide quality grooming services for a variety of breeds
- Ensure the safety and comfort of all animals
- Provide advice and recommendations to pet owners
- Maintain cleanliness and organization of the grooming area
- Animal handling
- Clipper and shear handling
- Bathing and drying
- Brushing and combing
- Nail trimming and ear cleaning
- Customer service

PCA/CNA behavioral/ med surg/ rehab

Banner University Medical Center - Phoenix-Phoenix, AZ

October 2019 to February 2021

- provided personal care
- obtain vital signs
- collect accu checks
- charting p1805
- assisting with adl's , bladder scanning , prepping for surgeries
- obtaining post op procedures
- slight housekeeping , emptying trash & linen
- Dealing with recovering addictions
- Monitoring rehab patients
- Assisting with behaviors in adults and teenagers

- Providing for Mental illness patients with recovering issues/ withdrawals
- Counseling and care for patients with suicidal thoughts and behaviors

CNA

DHS Rehabilitation Services-Joliet, IL
May 2017 to November 2019

- in home hospice care
- clean clients/patients house
- run errands for client
- assist clients with activities of daily living
- cook for client in their home
- assist with medical appointments
- medication reminders
- wash clients laundry
- Worked in a home environment and hospice
- Took care of approximately 3 elderly and hospice patients daily
- Provided caring, intimate, hands-on healthcare for clients
- Monitored vital signs
- Delivered clients' medication
- Helped clients with daily living needs
- Scheduled client activities
- Made beds

CNA - Certified Nursing Assistant

Nurses on Call-Bolingbrook, IL
June 2017 to September 2019

Provided superior patient care at all times

- Maintained clean work environment at all times
- Respite- provided short term institutional care for the elderly

Education

medication reminders

- Worked in a hospital, nursing home, hospice, nursing facility, and home environment
- Assisted 12-17 elderly and hospice patients daily
- Provided individualized and friendly care for residents, patients, and clients
- Checked vital signs
- Administered residents' and patients' medication

Phlebotomy/ Phlebotomist Technician/ medical receptionist/clerk

Family Physicians Group-Joliet, IL
September 2014 to October 2018

- Draws bloods/sticks
- Fill out required paperwork
- Send out plasma to labs
- Maintain sanitized work environment
- answer telephone calls
- respond to patient care
- insurance handling

Cleaning tech

Clean tech maid service-Minooka, IL
September 2016 to September 2017

Daily & Deep Cleaning
Dusting & Polishing
Steam Cleaning
Vacuuming & Mopping
Kitchen & Bath Cleaning
Countertop, Appliance & Grout Cleaning
Carpet Cleaning & Wood Floor Polishing
Window Treatment Cleaning
Clothes Laundering & Ironing
Furniture & Upholstery Cleaning
Room Tidying & Organizing

CNA - Certified Nursing Assistant Lead

Emeritus Senior Living-Joliet, IL
November 2011 to February 2017

- Provided superior patient care at all times
- Maintained clean work environment at all times
- Respite- provided short term institutional care for the elderly

Education

medication reminders / passing

- Worked in a assisted living and nursing facility
- Monitored vital signs
- Provided patients/residents with care and companionship
- Took care of approximately 12-16 elderly and hospice patients daily
- Served meals
- Assisted residents with activities of daily living
- Aided in lifting residents when necessary
- Changed bed linens
- Performed post-mortem care, if needed

CNA - Certified Nursing Assistant

Senior Star at Weber place-Romeoville, IL
August 2015 to August 2016

- Worked in a assisted living
- Assist residents with daily activities
- Help residents with personal hygiene needs
- Maintain clean work environment
- Adhere to HIPPA rules and regulations
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Dietary Supervisor/cook

Healthcare Services Group-Joliet, IL
September 2014 to May 2016

Assist with dining services

Maintain a sanitized work environment

Cook

Clean

Food preparation

Supervise aides

Order needs

Food menu prep

Assistant Manager Retail

Taco Bell-Orland Park, IL

May 2015 to October 2015

- Scheduled and directed staff in daily work assignments to maximize productivity.
- Efficiently resolved problems or concerns to the satisfaction of all involved parties.
- Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met.
- Assigned tasks and oversaw the direction of employees to ensure compliance with food safety procedures and quality control guidelines.
- Developed and maintained exceptional customer service standards.
- Ensured proper cleanliness was maintained in all areas of the bar and front of house.
- Optimized profits by controlling food, beverage and labor costs on a daily basis.
- Performed restaurant walk-throughs to gauge timeliness and excellent service quality.

CNA - Certified Nursing Assistant

Salem Village Nursing Home & Rehabilitation Center-Joliet, IL

January 2012 to April 2014

- Worked in a nursing facility
- Monitored vital signs
- Provided patients/residents with care and companionship
- Took care of approximately 12-18 elderly and hospice patients daily
- Fed patients meals
- Assisted residents with activities of daily living
- Aided in lifting residents when necessary
- Changed bed linens
- Performed post-mortem care, if needed

Warehouse Clerk

Walmart warehouse distribution-Elwood, IL

October 2010 to November 2011

- Assisted in documenting product that was received damaged from the manufacturer and sending that product back.
- Responsible for creating detailed spreadsheets that compared product received with the purchase orders generated by the company.
- Assisted order pickers with finding products on warehouse shelves and accurately packing orders.

Education

Neo natal Nursing (Bachelor's)

Estrella Mountain Community College-Avondale, AZ

September 2019 to Present

CMA AAMA (Associate's degree)

Lewis University-Chicago, IL

September 2018 to October 2019

Nursing (Associate)

Joliet Junior College-Joliet, IL

January 2016 to May 2019

Cosmetology (Certificate)

Regency beauty institute Joliet-Joliet, IL

February 2015 to September 2015

Phlebotomy (Certificate)

Healthcare Training Institute-Joliet, IL

January 2014 to April 2014

Nursing CNA (Certificate)

Joliet Junior College-Joliet, IL

August 2011 to December 2011

Skills

- Patient Care
- Food safety certification (10+ years)
- Memory Care (10+ years)
- Behavioral Health
- Working with people with autism
- Vital Signs (10+ years)
- Data Entry (8 years)
- EMR Systems (10+ years)
- Blood sampling
- Venipuncture (9 years)
- Laboratory Experience (9 years)
- Food Preparation
- Billing (1 year)
- Assisted Living (10+ years)
- Applied behavior analysis
- Receptionist
- Microsoft Word

- Scheduling (6 years)
- Medical Office Experience (8 years)
- Home Care
- Computer Hardware (6 years)
- Food Handling (10+ years)
- Outlook
- Filing
- Time management
- Medical Terminology (6 years)
- Meal Preparation
- Specimen collection / processing
- Care plans
- Infection Control Training
- Phlebotomy (9 years)
- English
- Organizational Skills (10+ years)
- Warehouse Distribution Experience
- Cpr (10+ years)
- Laboratory Procedures
- Experience Administering Injections
- Medical terminology
- Medical Imaging
- Time Management
- Customer Service (7 years)
- Pet grooming (5 years)
- Cashier (4 years)
- Excel
- Caregiving

Awards

National honors society

April 2012

Certifications and Licenses

Food Handler

Present

Caregiver Certification

October 2024 to Present

State of Arizona Caregiver Certification

Cosmetology

September 2015 to Present

Phlebotomy

April 2014 to Present

Certified Nursing Assistant (CNA)

December 2011 to Present

CPR Certification

Driver's License

BLS Certification

Certified Medical Assistant

Certified Phlebotomy Technician

driver's license

May 2019 to October 2036

CPR/First Aid

March 2021 to March 2023

State Tested Nursing Assistant

CCMA Certification