

Alberto Leal

Health care customer service professional, Phlebotomist offering more than 8 years of extensive experience in the medical field, to contribute to a progressive organization that will allow leverage of job experience skills and allow growth within

QUALIFICATIONS

Possess extensive venipuncture/ capillary blood collection skills

Empathetic customer service

Displays dedication and diligent attention to detail for optimal end results

Committed to assisting others and works excellent in a team environment

PROFESSIONAL EXPERIENCE

Doctors Hospital at Renaissance October 2017 – Present

Outreach Phlebotomist

Obtain venous blood samples, process blood samples, ship samples to Main labs, data entry,

Khp Performance -January 2015 - October 2017

Shop Manager

Multiplied earnings through sales goal achievement, customer service improvements and commitment to team objectives.

Delivered excellent customer service by addressing and resolving customer inquiries and complaints through [Action] and [Action].

Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.

Established and optimized schedules to keep coverage and service in line with forecasted demands.

Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.

Doctors Hospital at Renaissance: June 2013 – January 2015

Renaissance Laboratories

Phlebotomist

Lab clerk

Doctors Hospital at Renaissance May 2009-May 2011

Renaissance laboratories

Phlebotomist

Lab Assistant

EDUCATION

Health Cross Academy
Phlebotomy Certificate

Weslaco High School 1995-1998
High School Diploma

CERTIFICATIONS

Phlebotomy Certification

PROFESSIONAL SKILLS

Language: Fully fluent in English and Spanish

Computer: Microsoft Office (Excel, PowerPoint, and Word), Cerner, Paragon, and Cobia

REFERENCES

Available upon request