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Objective: To be an advocate to current and future clients while setting a positive example within the behavioral health field.

Education:

Montgomery County Community College

Blue Bell, PA

NAACLS certified phlebotomist

May 2015

Thomas Jefferson University Philadelphia, PA
B.S. in Health Services Management
May 2019

Thomas Jefferson University
M.S. in Community and Trauma Counseling
May 2021 (anticipated)

Philadelphia, PA

Experience :

W.O.A.R

Women Organized Against Rape

Philadelphia, PA

Counseling Intern

September 2020- Current

- Conduct client intakes
- Manage a caseload of 5 clients at minimum
- Collect case notes and hour logs
- Manage hotline intakes
- Attend weekly supervisions

John F. Hartranft School
Clinical Practicum Student

Philadelphia, PA
February 2020-April 2020

- Provide direct counseling services to both individuals and groups within the grades of Kindergarten to 8th grade. Using all theories of counseling in relation to each client. Collect data, document sessions and transcribe each client interaction. Assist school counselor with day to day activities.

Healthcare Experience

Children's Hospital of Philadelphia
Phlebotomist

Philadelphia, PA
November 2018-Current

- Perform venipuncture and capillary phlebotomy following established procedures including identifying patient correctly 100% of time.
- Render age appropriate care, following all safety and infection control rules and training others in these techniques.
- Enter/release information in the appropriate computer system. Verify that all tests are ordered accurately and completely using established procedures.
- Ensure that all orders are accounted for before completing work with patient.

Penn Medicine
Phlebotomist

Philadelphia, PA
September 2017- Current

- Perform requested processing on all types of laboratory specimens.
- Perform phlebotomy for patients aged infant through older adult, for diagnostic testing.
- Process a variety of clinical specimens for diagnostic laboratory testing, and access associated records.
- Perform computer systems functions related to specimen processing and inquiries.

Killion Medical Associates
Medical Assistant/ Receptionist

Philadelphia, PA
February 2018- November 2018

- Worked with an assigned physician on a daily basis
- Escorted patients to the exam room
- Recorded medical information
- Reviewed medications, and obtained vital signs. Performed stress testing, EKG's, and phlebotomy, then followed up on lab results
- Answered phones and assisted with check in/out procedures as needed. Assisted with appointment scheduling. Reviewed and prepared the next day's assignments.
- Collected co-payments and referrals per patients insurance.

Einstein Medical Center Montgomery
Phlebotomist

Norristown, PA
May 2015- September 2017

- Performed phlebotomy duties in the lab, responding to telephone requests for laboratory results
 - Processed specimens according to Central Processing procedure and policy with regard to receipt, priority triage, dispatch and retrieval, performing basic computer systems functions as relates to specimen processing and inquiries
 - Prepared and performing all functions related to the proper handling of specimens
- Customer Service Experience

Procura Management
Customer Service Appeals Representative

Blue Bell, PA
January 2014- October 2014

- Prepared appeals/grievances for review by the review committees.
- Read each appeal/grievance to determine what was being requested and what action should be taken.

- Researched issues using resources as well as calling the provider or member.
- Prepared cases for review by Committee.
- Sent appropriate response letters regarding appeal/grievance outcome.
- Prepared and sent appropriate non-compliance letters to non-compliant providers, including educational letters.
- Prepared cases for Administrative Appeals Committee review.

References Available Upon Request