Kristy Lowe

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SUMMARY

Versatile Medical Assistant with 4 years of experience in medical office settings, specializing in phlebotomy and patient care. Proficient in medical scheduling, vital signs assessment, laboratory procedures, medical terminology, and infection control, with strong communication and customer service skills.

EXPERIENCE

Five Guys | Crew Member
Sep 2025 - Present

- Adhered to strict scheduling requirements in fast-paced environment
- Maintained presentable appearance consistently
- Prepared and cooked food items according to standards
- Operated cash register for customer transactions
- Maintained cleanliness of dining room and bathrooms

Csl plasma | Phlebotomist
Dothan, AL | Jun 2021 - Feb 2023

- 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
- Communicated effectively with patients of diverse backgrounds, demonstrating cultural sensitivity and respect
- Performed point-of-care testing (POCT) as required by specific patient needs or facility protocols
- Demonstrated proficiency in using various computer systems for order entry, result retrieval, and data entry
- Collaborated with healthcare providers to resolve any issues or concerns related to specimen collection or handling
- Assisted in the maintenance and calibration of phlebotomy equipment to ensure accuracy and reliability
- Maintained a clean and organized work area, following infection control guidelines
- Provided clear instructions regarding pre-test preparations to patients, ensuring accurate test results
- Accurately recorded patient demographics, medical history information, and test orders into electronic health records (EHR)
- Adhered strictly to standard operating procedures (SOPs) when performing phlebotomy procedures
- Participated in continuing education programs and workshops to stay updated on industry trends and best practices
- Collaborated with laboratory personnel regarding specimen requirements or issues related to sample integrity
- Responded promptly to urgent requests for STAT orders or difficult venous access situations with professionalism and efficiency

Adam's Inn | Housekeeping
Dothan, AL | Jun 2020 - Sep 2021

- Maintained cleanliness and tidiness of guest rooms, ensuring a comfortable and welcoming environment
- Stocked and replenished supplies such as toiletries, towels, and bedding to ensure guest satisfaction

- Collaborated with front desk staff to prioritize room cleaning based on guest check-in/check-out schedules
- Responded promptly to guest requests for additional amenities or services in a courteous manner

Econo lodge | Housekeeper
Apr 2019 - Jun 2020

- Maintained cleanliness and tidiness of assigned rooms
- Performed thorough cleaning tasks including dusting, vacuuming, mopping, and linen changes
- Collaborated with front desk to prioritize rooms based on guest needs
- Stocked and replenished room supplies such as toiletries and towels
- Followed safety protocols when handling cleaning chemicals and equipment
- Coordinated with maintenance team to address repairs promptly

EDUCATION

Fortis | Trade school in Medical Assisting
Dothan, AL

Upper secondary education

CERTIFICATIONS

Medical Assistant
BLS Certification
Certified Phlebotomy Technician
Driver's License
CPR Certification

SKILLS

Workday · Collaborate with healthcare professionals · Insurance verification · Retail sales transactions · Vital Signs · Medical Terminology · Negotiation · Manufacturing company experience · Customer relationship building · Digital campaign management

LANGUAGES

English