

# Brianna Harp

Albany, GA 31701

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+1 229 288 4819

10+ years of experience dealing with customers and handling sales. Pursuing opportunities within a company where I can grow within the company.

Authorized to work in the US for any employer

## Work Experience

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### **Phlebotomist**

ImmunoTek Bio Centers, LLC - Albany, GA

May 2022 to Present

- Assist in determining the suitability of donors.
- Establish rapport with donors to ensure overall customer happiness while ensuring donor confidentiality.
- Respond to and assist with handling donor reactions.
- Monitors donor and equipment to ensure health of donors and quality of product.
- Sets up, disconnects, and operates the automated plasmapheresis machines.
- Disconnects and disposes of all contaminated disposable equipment.
- Process samples of plasma and blood work.
- Collect and process blood samples and plasma
- Reporting results to medical personnel

### **Front Desk Receptionist/ Eyewear Consultant**

MyEyeDr. - Albany, GA

March 2021 to Present

- Checking Insurance Eligibility
- Billing Insurance
- Advising patients on proper eye care
- Updating medical records
- Nightly cleaning of trays and frames
- Maintains providers schedule daily
- Answer phone calls in between patients

### **Phlebotomist/Lab Assistant**

Grifols Talecris Plasma Donation Center - Albany, GA

December 2018 to November 2020

- Assist in determining the suitability of donors.
- Establish rapport with donors to ensure overall customer happiness while ensuring donor confidentiality.
- Respond to and assist with handling donor reactions.
- Monitors donor and equipment to ensure health of donors and quality of product.
- Sets up, disconnects, and operates the automated plasmapheresis machines.

- Disconnects and disposes of all contaminated disposable equipment.
- Process samples of plasma and blood work.
- Collect and process blood samples and plasma
- Reporting results to medical personnel
- Packing up all samples, and processing plasma for shipping
- Maintain lab equipment

### **Customer Service Representative/Call Center**

Teleperformance - Albany, GA

May 2015 to November 2018

- Assisting customers over the phone and online chat.
- Maintain and update customer information if necessary
- Resolve and de-escalate any issues
- Upsells to customers as necessary
- Provides feedback reports on call issues related to downtime and training issues
- Auditing and reporting purposes

## Education

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### **Some College in Business Administration**

Albany Technical College - Albany, GA

January 2019 to May 2021

### **High School Diploma**

Westover High School - Albany, GA

August 2012 to May 2015

## Skills

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- Hardworking, Honest, Flexible, Self-Motivated, Professional, Reliable, Positive, Decision Making, (10+ years)
- Live Chat
- Medical Billing
- Employee Orientation
- Auditing
- Cold Calling
- Upselling
- Microsoft Outlook
- Technical Support
- Laboratory Experience
- Store Management Experience

## Languages

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- English - Expert

## Certifications and Licenses

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### **Phlebotomy**

December 2018 to Present