

Shelley Carr

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Professional Summary

I am seeking a professional opportunity that aligns with my experience, strong work ethic, and commitment to excellence.

Eighteen years of dedicated healthcare professional with over a year of experience as a Phlebotomy Coordinator, as well as various years in medical assisting, supported by six years of blue-collar work experience as a dispatcher that built a strong foundation in work ethic, reliability, and teamwork. Combines clinical expertise with leadership and patient advocacy skills to deliver high-quality care while supporting and empowering team members. Known for being adaptable, highly trainable, and dependable in fast-paced environments .

Work Experience

Lab Asst Coordinator

HCA Healthcare | Aurora, CO

February 2025 to Present

- Coordinate and supervise daily phlebotomy activities.
- Schedule, train, mentor, and evaluate phlebotomy staff
- Ensure compliance with OSHA, CLIA, HIPAA, and infection control standards
- Monitor quality assurance measures, specimen integrity, and labeling accuracy
- Address patient concerns and ensure a positive patient experience
- Maintain inventory of phlebotomy supplies and equipment
- Collaborate with laboratory management and clinical staff to optimize workflow
- Handle incident reports, corrective actions, and performance improvement plans.
- Assist with onboarding and competency assessments of new phlebotomists
- Ensure adherence to proper venipuncture and specimen handling protocols.
- Advocating for patients, and employees.

Dispatcher

Medical Transport Management | Denver, CO

October 2023 to June 2024

Assists with organizing and conducting activities to assure safe, cost-effective, on-time operating performance, tracks and reports sign-in and sign-out times, assure routes are timely, and communicate service issues to the appropriate personnel. Assist with all phone call information and dispatching of rides. Organize and route trips based on schedule and location to ensure optimal performance. Provide assistance to drivers for directions to destinations. Assist drivers and the call center with problems or issues relating to scheduling.

Establish and maintain effective communication with drivers and the call center. Report and record all incidents to the applicable manager. Document and report provider no shows or on-time-performance issues. Inform transportation providers of their next-days trips and any new trips that occur. Monitor radio, telephones and on-road provision of service for quality. Record time of departure, destination, and expected time of return. Provide feedback on drivers' performance. Follow up with mechanic on ETA of parts and time in shop. Schedule vehicles for maintenance. Schedule damaged vehicles for auto body repair. Remain in contact and be persistent with any type of repair.

Customer Service Rep/Dispatcher

Vortex Industries, Inc. | Denver, CO

January 2023 to August 2023

Handle incoming calls with customers requiring service and sales, work with the customer to understand their needs and schedule the appropriate service. Gather information from the customer to make sure they are taken care of, guide customers to the best overall solution. Represent the company in a professional manner with good customer service and excellent verbal and written communication skills, work with vendors and order materials needed for customer jobs. Assign drivers daily jobs, route drivers to emergency calls, order material from vendors, schedule maintenance on company vehicles, from oil changes, to big jobs such as engine and transmission. Order additional material that is needed for a job such as lifts, skid steer, boom or bucket lifts. Knowing your job to get the correct material out the first time to retain customers. Other responsibilities as assigned.

Dispatcher

Builders Firstsource

June 2019 to December 2022

Assigns drivers and vehicles to deliver customer orders according to delivery schedule; may direct drivers by two-way radio; may establish service or delivery routes for regular customers. Confers with customers and/or sales staff to determine desired delivery times; creates delivery schedule to assist drivers and material handling staff in planning work activities. Maintains record of mileage, fuel used, repairs made and other delivery-related expenses. Responds to customer complaints/questions regarding deliveries; expedites or locates missing, misrouted, delayed or damaged merchandise. Schedule regular maintenance as well as, scheduling repairs for a fleet of 15 vehicles ranging from box trucks to semis.

Lead Phlebotomist

St. Anthony North Health Campus

October 2016 to December 2018

Maintain a clean and safe work environment-follows laboratory, hospital, and regulatory agency policies, procedures, and guideline-Train new hires-Ensures quality samples of specimens-Shift to shift communication-Centrifuges, aliquot, and distributes samples to appropriate testing area-Assist doctors with ordering labs-Stock and order supplies-Organizational skills-Time management.

Customer Service Agent

Southwest Airlines

February 2015 to February 2016

Work safely and greet customers politely, friendly, and with a smile- Handles cash, checks, credit cards, travel vouchers and coupons as forms of payment for tickets- Check in baggage, answer phones. Assist with mishandled customers as a result of over -sales, delayed or canceled flights, lost, delayed, or damaged luggage, resolve such problems quickly and within guidelines established by the

Company- Provides current and accurate fare, schedule, reservations, and flight arrival/departure information and answers all general inquiries from customers and other visitors to the airport terminal. Always follow procedure and do right by the customer.

Education

Upper secondary education

Trade school

Associate of Science

San Joaquin Valley College

Organizational Leadership (Bachelor of Science)

Colorado State University

Skills

Leadership Microsoft Word Front desk Laboratory experience Customer service Customer support Microsoft Office Patient charting Laboratory information management systems Performance evaluation Attention to detail Microsoft Outlook Management Organizational skills Microsoft Excel Computer operation Interpersonal skills Phlebotomy Chemical handling Biological sample management Windows Patient interaction Computer skills

Certifications and Licenses

- Driver's License
- Certified Medical Assistant
- Certified Phlebotomy Technician