**Sidra Promi** | 07751835731 | S.promi15@outlook.com

**Professional Summary**

Diligent and compassionate professional with a strong background in healthcare and administration, combining technical expertise in phlebotomy and records management with excellent organizational and communication skills. Proven ability to deliver high-quality patient care and support operational efficiency. Seeking a role where I can leverage my skills to contribute to a dynamic healthcare environment.

**Key Skills**

* Phlebotomy and Blood Sample Collection
* Patient Records Management (GDPR-compliant)
* Health & Safety and Risk Assessments
* Time Management and Multitasking
* Organizational and Problem-Solving Skills
* Communication (Verbal and Written)
* Technical Equipment Operation
* First Aid Knowledge

**Professional Experience**

**Whittaker Medical Centre** – *Phlebotomist*
**December 2023 – April 2024**

* Safely drew blood from patients using technical equipment, ensuring a pain-minimized experience.
* Utilised advanced technical equipment to draw blood efficiently, reducing patient wait times by 20%.
* Enhanced patient comfort by clearly explaining procedures and addressing concerns.
* Applied precise labelling and registered samples, ensuring 100% accuracy in processing.
* Maintained compliance with health and safety standards by keeping workspaces sanitized.
* Improved lab coordination by ensuring timely delivery of samples for testing.

**British Engineering Services** – *Call Handler / Planner*
**January 2023 – November 2023**

* Successfully handled 100+ inbound and outbound calls daily, achieving key performance targets.
* Streamlined engineer scheduling by using advanced route-planning tools, increasing efficiency by 20%.
* Acted as a liaison between clients and engineers, ensuring a high level of customer satisfaction.

**Royton Medical Centre** – *Admin / Phlebotomist*
**2021 – 2022**

* Facilitated patient care by scheduling appointments and managing follow-up procedures.
* Ensured timely processing of blood and lab samples, improving turnaround times by 15%.
* Contributed to patient health initiatives by organizing flu vaccination programs and other campaigns.
* Maintained up-to-date patient records with 100% accuracy and compliance with confidentiality regulations.

**Littlewoods** – *Packing Operative*
**2019 – 2020**

* Packaged and dispatched 200+ orders daily within strict time constraints, ensuring zero errors.
* Trained new hires on IT inventory systems, enhancing overall team efficiency by 10%.
* Identified and resolved logistical challenges to maintain uninterrupted workflows.

**Local Community Centre** – *Administrator*
**2017**

* Improved office efficiency by implementing a streamlined document retrieval system, reducing file retrieval time by 30%.
* Managed correspondence and organized meetings, ensuring all stakeholders were informed and aligned.
* Maintained accurate financial records and prepared regular reports for senior management.

**MIND Charity Shop** – *Volunteer Shop Assistant*
**2016**

* Delivered excellent customer service by assisting shoppers and resolving queries efficiently.
* Organized and displayed merchandise, contributing to a 15% increase in weekly sales.
* Processed donations and conducted quality checks to ensure inventory met store standards.

**Education**

**Manchester College**
*The Nursing and Midwifery Course* – Pass, 2019

**The Oldham College**
*BTEC Health and Social Care Level 3* – Pass, 2017-2019

**Blessed John Henry College**
*10 GCSEs including English, Maths, and Science*, 2011-2016

**Certifications**

* First Aid Certified
* GDPR and Confidentiality Training
* Health & Safety Awareness Training

**References**

Available upon request.