

Brianna Zingleman

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Summary of Qualifications

- Strategic Lead- Proven ability to lead and foster collaboration. Coordinates efforts and while taking responsibility for completion of objectives.
- Liaison- Practical and versatile in a production environment. Resolves issues meeting quality, reproducibility and cost-containment goals while maintaining design intent.
- Knowledgeable- Built a reputation among both peers and Supervisors as an accurate resource for answering specific process questions and resolving unique scenarios.
- Innovative Team Player- Known for collaborative and innovative problem solving even in demanding situations. Optimizes solutions in a thoughtful, diplomatic and pragmatic manner. Actively listens to others' ideas and builds consensus.
- Lean Six Sigma- Certified Green Belt. Familiarity with the DMAIC model and its application to project management and implementation. Solid knowledge of LEAN tools and how they can be combined with Six Sigma principles for enterprise-wide process improvement and cost reduction.
- Communication Skills – Persuasive speaker able to present complex concepts in clear and concise language to groups of varying sizes and backgrounds.
- Results - Driven - Recognized as focused, organized, attentive to detail and accountable for follow-through on commitments to enable cost-effective and efficient problem resolution.

Areas of Experience/Skills

Process / Product Integration	Leadership and Project Management	Planning / Scheduling	Process Control Development
Strategic Management	Implementation / Collaboration	Root Cause Analysis	Design for Improved Productivity Rate
Training and Mentoring	Strong Interpersonal Communication	Conflict Mediation / Resolution	Detail-oriented / Goal-oriented

Education & Affiliations

B.S. Business-Healthcare Management, 2018, Western Governors University, Salt Lake City, UT

A.A.S. Pre-Medical Studies, 2012, Everett Community College, Everett, WA

Professional Experience

CLINICAL LAB TECH I

March 2019-Present

UW Neighborhood Clinic, Arlington WA 98223

- Perform adult and pediatric phlebotomy by capillary and venous collection.
- Perform pre-analytic procedures of specimen collection and processing. This includes but is not limited to interpreting provider test orders and monitoring for accuracy, prioritizing specimen handling based on type and clinical urgency, investigating and documenting erroneous orders or other specimen problems, preparing specimens for transport, and data entry into the electronic medical record.
- Provide directions to patients for collection of non-blood specimens.
- Handle telephone inquiries for staff and providers.
- Perform routine laboratory tests utilizing automated or semi-automated equipment and kit assays.
- Perform quality control analyses on all tests assigned and determine whether all parameters are within established ranges.

BLOOD COLLECTION SPECIALIST III

April 2016-March 2019

Bloodworks, Lynnwood WA 98036

- Screen potential donors/patients and evaluate eligibility following FDA criteria and Bloodworks' policies/procedures
- Perform venipunctures for whole blood collections, including autologous and therapeutic, and conduct apheresis collections
- Respond to and assist with handling donor reactions in accordance with center guidelines
- Answer donors' questions to ensure they are giving informed consent to donation and blood testing
- Solid background in educating and coaching newly hired or cross-trained employees in their transition from training to production, with focus on building the mentee's skills and the quality of their work
- Serve as the point person at a specific mobile blood drive location, effectively coordinating the mobile drive for the day
- Proven expertise in creating and integrating incremental improvement initiatives within a dynamic work environment that unify and align organizational strategies while delivering value-added operations or increasing revenues
- Define and track key metrics to drive improvements that positively impact the organization

ALL-PURPOSE CLERK/SAFETY COMMITTEE CHAIRPERSON

June 2011-October 2016

Winco Foods, Everett, WA 98208

- Maintain an atmosphere of enthusiastic customer awareness with an emphasis on taking care of the customer
- Conduct monthly site safety inspection and safety committee meetings.
- Follow up on customer and employee injury reports and other reported safety concerns. Ensure that reported safety concerns are assigned to appropriate departments and resolved satisfactorily
- Initiate corrective actions in response to reported safety issues
- Coordinate with management team to implement corrective actions and plan staff training in safety policies; train new and existing staff on safety practices and procedures, i.e. MSDS, PPE, and OSHA.
- Submit requisitions for replenishment stock; verify that stock received matches original requisition
- Maintain the quality condition of all products; stocks, rotates, and faces product; discards outdated and spoiled products; and maintains stockroom
- Train and mentor new clerks in department-specific and shift-specific tasks, with an emphasis on providing world-class customer service

PHLEBOTOMIST 1

August 2015-April 2016

Grifols Biomat USA, Everett, WA 98204

- Build rapport with donors and ensure overall customer satisfaction with the center to support long-term customer relationships.
- Maintain accurate and thorough documentation of production records, and ensure donor record confidentiality.
- Perform review of donor records and lot numbers to ensure accuracy and completeness. Resolve discrepancies promptly to prevent unit hold/discard.
- Promote center compliance with all state and federal regulations, FDA, EMA, OSHA, CLIA, cGMP, and SOP manuals.
- Assist in determining donor suitability; perform plasmapheresis collection, including machine setup, venipuncture, and post-donation processing.

SUBWAY
Sandwich Artist

Everett, WA
2011-2012

LUCKY BRAND JEANS
Customer Service Expert

Tulalip, WA
2010-2011

REFERENCE(S) UPON REQUEST