

JONATHAN SLADISH

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📍 Austin, Texas

SKILLS

- Collaboration
- Research
- Planning
- Analytical thinking
- Networking
- Creative thinking
- Teamwork
- Customer relations
- Motivation
- Organization
- Training
- Verbal communication
- Task prioritization
- Problem-solving
- Prioritization
- Multitasking
- Coordination
- Schedule development
- Process improvement
- Priority management
- Oversee operations
- Hiring and training
- Develop employee knowledge
- Preventive maintenance
- Plan projects
- Build successful teams

PROFESSIONAL SUMMARY

Qualification Summary: I have 25 years of experience in customer service, 16 years in management and 20 years in the medical field and computer programming. I am self-driven and have the ability to motivate my team and play a critical role in achieving the organizational goals. I welcome any challenge. I encourage all feedback from employees and customers on satisfaction of service. I am committed to professional growth while working towards exceeding the expectations of the customer and surpassing the expectations of my company.

EXPERIENCE

FULL STACK DEVELOPER

Tech Talent South

Austin, TX

December 2020 - March 2021

- Developed program logic for new applications, analyzing and modifying logic in existing applications.
- Analyzed project requirements, translating specifications into functional application components.
- Assisted with information gathering and documentation to inform SDLC development.
- Developed and upgraded backend Java code and related functionality.
- Escalated issues and concerns to [Job title] promptly to avoid impacts to timelines.
- Coordinated with QA team to create test plans, properly identifying, fixing, and testing issues.
- Coded, tested, debugged, documented, and implemented [Type] software applications.
- Updated existing software to resolve errors and adapt it to new performance requirements.
- Produced clean, tight code to create well-functioning [Type] software applications.
- Directed software programming and development of documentation.
- Collected and defined customer requirements to create successful systems meeting the unique needs of each client.

- Computer troubleshooting
- Wire pulling
- Hardware installation
- Network updating
- Optimize system performance
- Repair hardware
- Resolve technical problems
- Verbal communication
- Problem-solving
- Quality assurance
- Coding
- Java programming
- Gather requirements

REFERENCES

References: Available upon request.

AWARDS

Soaring eagle award in High School 1997

LabCorp Laboratorian of the year 2017

- Consulted with customers and other departments on project status, proposals, and technical issues such as software system design and maintenance.
- Analyzed information to determine, recommend, and plan installation of new systems and modifications.
- Developed and directed software system testing and validation procedures.

AUSTIN PST SUPERVISOR

LabCorp of America

December 2014 - October 2020

- Manage 39 employees and 25 locations.
- Analytical skills.
- Maintain client relations and problems solving.
- Audit patient service centers and client offices.
- Install computer programs and training staff and clients.
- Evaluations and corrective actions.
- Resolve Patient complaints.
- Payroll and Overtime management.
- Scheduling and monitoring paid time off for employees.
- Quality improvement.
- Remote into patient service centers to fix computer problems.
- Opened 6 Walgreens PSC's in 2019.
- Conducted orientation and training for new staff.
- Interview candidates for phlebotomy department.
- Work side by side with our Sales Team, planning and organizing new business.
- Office word, Excel, spread sheets, office outlook, graphs.
- Conducting meetings.
- Conference calls.
- Managing daily reports.

AUSTIN SUPERVISOR

September 2011 - November 2014

- Oversee up to 165 employees; managed up to 76 locations.
- Provide direction to supervisors, manager and regional manager.
- Evaluations and corrective actions.
- Resolve client, patient complaints.
- Scheduling.

- Quality improvement.
- Train clients and employees on company computer software.
- Microsoft Word, Microsoft Office, Office Outlook, NextGen, Excel and Power Point.
- Conduct audits at Patient Service Center and In Office Phlebotomists quarterly.
- Opening and optimize the patient flow in new PSC and IOP sites.
- Reduce costs and help increase operating efficiencies.
- Build and leverage strong relationships with clients.
- Educating employees on up dates with OSHA and HIPAA guidelines.
- Analytical skills.

PATIENT CARE PARTNER

Heart Hospital of Austin

May 2010 - September 2011

- Use EMR for patient orders, labs, Nutritionist, CT, Ultrasounds and Pharmacy.
- Resting EKG and Stress test EKG and monitoring.
- Vitals, visual acuity test, body fat percentage, pulmonary function test, phlebotomy.
- Office Excel, Spread sheet, Office word, Office outlook, patient tracking and data entry and post packets.
- Analytical skills.
- Organizing and time management Executive Wellness patient's day to run smoothly.
- Build new relations with high profile clients.

PHLEBOTOMIST II

Blood and Tissue Center

Austin, Texas

April 2009 - December 2009

Manchester Memorial Hospital

Manchester, Connecticut

November 2008 - March 2009

- Accurate and detailed documentation of patient assessments and care provided.
- Assess patient status and notify physicians or nurse of clinical changes.
- Concise and accurate EKG, vitals, phlebotomy, Urine dip tests and HCG tests.

- Dressing to wounds and proper cleaning of patients.
- Entering patient data in computer and continuing up dating.
- Triage.
- Working on EMR.

MOBILE TEAM SUPERVISOR

December 2006 - July 2008

- Interviews to determine donor eligibility.
- Training new phlebotomists.
- Manage staff up to 20 employees.
- Making sure SOP's are followed by staff and time management.
- Resolve customer complaints.
- Build new relations with potential clients.
- Analytical skills.
- Setting up computers at site and troubleshooting any issues

Eastern Connecticut Healthcare Network.

VOLUNTEER FIREFIGHTER/EMT

Frisco Fire Department

Frisco, Texas

February 2001 - May 2005

- Check off equipment and medical supplies.
- Patient assessment and vitals.
- Stabilizing trauma and medical patients.
- Starting IVs, EKG, vitals and transport patients to ER.
- Drive Ambulance and Fire Truck.
- Customer Relations.
- Certifications: EMT, CPR, BLS.

EDUCATION

TECH TALENT SOUTH: FULL STACK PROGRAMMING

Austin Community College

PARAMEDIC CERTIFICATE IN

Brookhaven College

DAY SPRING: EMT CERTIFICATE IN BUSINESS

North Texas Fire Academy

Dallas Community College

