

# JONATHAN SLADISH

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📍 Austin, Texas

## SKILLS

- Collaboration
- Research
- Planning
- Analytical thinking
- Networking
- Creative thinking
- Teamwork
- Customer relations
- Motivation
- Organization
- Training
- 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
- Computer troubleshooting

## 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 90r surpassing) 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.

- Wire pulling
- Hardware installation
- Network updating
- Optimize system performance
- Repair hardware
- Resolve technical problems
- Verbal communication
- 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.
- Analyze data and trends.
- Maintain client relations and problems solving.
- Audit patient service centers and client offices.
- Install computer programs
- 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.
- Proficient in Microsoft Office Suite.
- Conducting meetings.
- Leading 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

North Texas Fire Academy

## BUSINESS

Dallas Community College