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# Charles B. Cortez

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770.633.4057

## EDUCATION

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**Valdosta State University | Valdosta, GA**

**Graduation: May 2015**

- Bachelor's degree in Biology

## RELEVANT WORK EXPERIENCE

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**Execute Assistant | Office Pro, Inc. | Atlanta, GA**

**January 2018 – Present**

- Provide customer service for potential client recruitment
- Perform general clerical and administrative duties to maintain a manageable overall workload
- Assists with client payroll and miscellaneous basic accounting services as needed

**Assistant Manager & Technical Director | Octapharma Plasma, Inc. | Baltimore, MD**

**April 2017 – January 2018**

- Increased total monthly plasmapheresis procedures by 39.65% and plasma product liters by 40.05% since start date
- Improved center hours per donation, overtime, plasma yield, and processing time reports to meet company goals through increased production and employee efficiency (best performances since center inception)
- Drove center costs per liter of plasma down by approximately \$33 per liter (best performance since center inception)
- Screened, interviewed, and hired over 10 candidates that have received various promotions and achievements

**Leadership Trainee | Octapharma Plasma, Inc. | Hazelwood, MO/Florence, AL**

**October 2016 – April 2017**

- Developed a strong understanding of all components and acquired a complete skillset of all departments of a plasma donation center
- Completed 25 On-The-Job Assessment Reports to the Corporate Training Manager within the six-month training program
- Provided secondary center leadership as Quality and/or Management during training center visits

**Donor Services Representative & BMT | Biotest Pharmaceuticals Corp. | Valdosta, GA**

**March 2016 – September 2016**

- Coordinated and executed donor recruitment and retention efforts for the donor center while also meeting all Biomedical Technician job requirements

**Biomedical Technician (BMT) | Biotest Pharmaceuticals Corp. | Valdosta, GA**

**April 2015 – September 2016**

- Adhered to strict processing procedures for safety and efficiency when drawing plasma samples, freezer storage organization, and unit and sample shipment
- Recorded confidential information in logbooks, donor charts, and computer applications with 100% accuracy
- Appointed to join the *Quality Assurance Team* to assist with document review after two months of employment
- Designated to be a *Trainer* in the Plasma Processing Laboratory Department after five months of employment

**Building Manager | VSU Student Life Office | Valdosta, GA**

**August 2012 – May 2015**

- Supervised and provided training for a diverse staff of over 40 student assistants in four student building departments (Information Desk Assistants, Game Room Assistants, Audio/Visual Technicians, and Set-Up Technicians)

**Game Room Assistant | VSU Student Life Office | Valdosta, GA**

**August 2011 – August 2012**

- Monitored student activities and maintained a safe environment in the Student Union Game Room

## ACTIVITIES

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**Sole Proprietor and Photographer | CHABCO Photography | Traveling**

**June 2014 – Present**

- Independently operates business logistics and client scheduling and retention
- Promotes an affordable alternative service for students in need of quality portraits

**Public Relations Chair & Social Networking Chair | VSU Relay for Life | Valdosta, GA**

**August 2011 – December 2014**

- Produced and directed annual promotional charity events and Relay for Life night independently and with a team
- Recognized for 250+ hours of community service

## SKILLS & INTERESTS

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**Leadership:** Performance assessment; Employee training relationship building; Administrative experience; Audit preparation

**Technical:** HTML, CSS, Javascript, Python; Microsoft Office; Adobe Suite; Donor Management Software; Phlebotomy; Laboratory etiquette

**Hobbies:** Traveling; Photography; Reading books; Creative writing, Music ministry; Personal finance and investing

**Multilingual:** English (Fluent); Filipino (Fluent); Spanish (Conversational)