**Lismabelle Acosta**

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**Objective:**

Seeking a challenging and rewarding position as a phlebotomist that will allow me to utilize my extensive professional experience, while contributing to the success of the company.

**Skills:**

* Bilingual in English and Spanish
* Excellent communication, customer service and marketing skills
* Computer knowledge: Microsoft Word, Excel, PowerPoint, internet navigation and research

**Education & Training:**

Goodwin College, East Hartford, CT

**Phlebotomy Certificate, December 2011**

*Course Content/Training:*

* Completed 16-credit course covering all aspects of phlebotomy. Additional topics included: medical terminology, anatomy and physiology and introduction to lab services.
* Educated in a wide variety of CLSI phlebotomy procedures including bleeding times, blood cultures, special handling, transport and processing of specimens, special non-blood collection procedures, complications, blood pressure, quality assurance and universal precautions, infection control, confidentiality, professionalism, customer service, patient diversity as well as ethics and law.
* Knowledge of arterial blood draws, EKGs, and ICD-9 coding.

Capital Community College, Hartford, CT

**Medical Billing and Coding Certificate, June 2009**

*Course Content/Training:*

* Completed 18-credit course covering all aspects of Medical Billing and Coding. Additional topics included medical terminology, electronic health records, coding and computerized billing.
* Educated in a wide variety of health information technology and electronic health records, ICD-9 Medical Coding, Medical Insurance, law and ethics and Medical Billing.

Our Piece of the Pie, Hartford, CT

**Job Readiness Training, January 2009**

Hartford Adult Education, Hartford, CT

**Adult Education Mentoring Program, September 2008- January 2009**

**Related Experience:**

**Quest Diagnostics**, East Hartford, CT December 2011

*Phlebotomy Intern*

* Obtained blood and non-blood specimens from a variety of populations
* Performed customer service
* Adhered to patient standards and company code of conduct
* Maintained records for laboratory supplies
* Labeled patient specimens and samples
* Assisted the phlebotomist in maintaining accurate patient records and information
* Used proper procedures and standards for positive patient identification
* Made sure all patient samples were filled and handled properly
* Performed blood drawing, sampling and venipuncture accurately and rapidly

**Hartford Hospital**, Hartford, CT                                                                              May 2009

*Medical Billing and Coding Intern*

* Processed daily billing to appropriate payer
* Kept current and third party payer billing and reimbursement requirements
* Updated accounts to reflect status
* Interacted with other hospital departments and outside agencies to resolve accounts
* Analyzed and interprets appropriate payer specific requirements to accurately reflect the account status
* Maintained current knowledge of covered and non-covered CPT and ICD-9 billing coding
* Maintained current knowledge of HCFA billing compliances

**Work Experience:**

**Champs Sports**, Farmington, CT December 2009- Present

*Cashier/Sales Representative*

* Demonstrate customer service skills via telephone answering customers’ questions
* Complete computerized orders of merchandise to fit the customer’s needs
* Maintain inventory
* Greet customers, talk up promotions, merchandise and sell
* Assist with maintaining the general appearance of the store
* Perform assigned tasks expeditiously and efficiently and work as a team player

**Volunteer Work Experience:**

**Cutco Marketing**, West Hartford, CT March 2008- June 2008

*Sales Representative*

* Demonstrated customer service skills via telephone to establish customer rapport
* Conducted door to door sales
* Maintained inventory
* Completed computerized orders to fit the customer needs
* Worked as a team player

**Rojas Cleaning Support**, Glastonbury, CT November 2005- March 2006

*Housekeeping Assistant*

* Assisted with maintaining the general appearance of the office
* Adapted quickly to new assignments
* Performed assigned tasks expeditiously and efficiently
* Possessed knowledge of cleaning compounds

**Boricua Market**, Newark, NJ June 2005- August 2005

*Store Clerk*

* Provided customer service to potential customers
* Assisted customers with obtaining required merchandise and with packaging materials
* Sorted and stocked merchandise accordingly
* Maintained the general appearance of the market