

MICHAEL PHAN

Commerce City, CO 80022

303-332-5836 - m.phan9000@gmail.com - WWW: [Bold Profile](#)

PROFESSIONAL SUMMARY

Attentive direct care staff passionate about offering expert support for emotional, physical and mental needs. Caring, vigilant and devoted to patients. Bringing top-notch multitasking, organizational, and conflict management skills.

SKILLS

- Operational Efficiency
- Attention to Detail
- Safety Policies and Procedures
- Improvement Plans
- Employee training
- Personal Hygiene Assistance
- Social Skills Development
- Client-centered approach
- Medication monitoring
- Care Plan Management

WORK HISTORY

08/2024 to Current

Direct Care Staff Member

Wheat Ridge Regional Center – Wheat Ridge, Colorado

- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Documented patient progress through detailed record-keeping, contributing to ongoing evaluation of care plans effectiveness.
- Enhanced patient well-being by providing compassionate and attentive care in daily routines.
- Transported individuals to events and activities, medical appointments, and shopping trips.

01/2022 to 08/2024

Barista Shift Lead

Kung Fu Tea – Aurora, Colorado

- Served customers quickly and efficiently and created strategies to prevent delays.
- Handled and resolved customer issues and complaints with professionalism and tact to drive customer satisfaction and repeat business.
- Trained, scheduled, and supervised barista workers to maintain and uphold store policies and optimize staffing patterns.
- Presented process improvement ideas to leadership team to cultivate professional, friendly and efficient work environment.

09/2023 to 12/2023

Student Assistant

Exsera Labs – Aurora, Colorado

- Organized and maintained filing system to keep documentation easily accessible to fulfill requests for information.
- Participated in lab meetings and project presentations.

- Organized delicate human samples in -80 degree freezers
- Filed intake paperwork for samples sent by clients

EDUCATION

Expected in 05/2025 **Bachelor of Science: Biology**

University of Colorado Denver - Denver, CO

- 3.2 GPA
- Dean's List Fall 2023
- Society of Asian Scientists & Engineers (SASE) Treasurer
- Continuing education in emergency medicine (EMT)