

# MIA MAURO

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## Professional Summary

Four years of experience in the healthcare industry, excelling in the training department using skills such as problem-solving, organization, communication, project development, and time management. Highly adaptable and eager to utilize a diverse range of talents as I transition into the tech industry.

## Skills

JavaScript  
Agile Methodology

CSS  
REST

HTML  
SQL

Git  
Collaborative Coding

Kanban  
Leadership

## Education

**Full-Stack Web Development Certificate** - University of Denver, 2023

**Bachelor of Science in Nursing** - Arizona State University, 2017

## Experience

### **BioLife Plasma Services, Takeda Pharmaceuticals**

*Launch Team, Medical Support Specialist / July 2020 – August 2022*

- Lead new production teams in the launch of over 17 new plasma centers across the US
- Provided support, training and coaching to staff members in various departments
- Developed new and streamlined existing training material
- Conducted observations to ensure training effectiveness
- Acted as a liaison between disciplines and departments
- Generated reports, examined data, and implemented strategies to meet metrics
- Facilitated meetings regularly and as needed to communicate business deficits
- Implemented plans with corrective action
- Collaborated across the network to achieve business goals

*Medical Support Specialist, Registered Nurse / May 2018 – July 2020*

- Determined donor eligibility based on health histories and regulatory guidelines
- Oriented and trained new staff
- Fostered teamwork
- Communicated effectively to resolve conflict proactively
- Managed my team's schedule