

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 by transitioning into the tech industry.

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