



Naser

San Francisco, CA 94110 415283778

PROFESSIONAL SUMMARY

Organized and reliable Bronchoscopy Technician with patient care, customer service and sales experience. Outgoing clinical professional with a reputation of staying calm and focused at the problems at hand under high-stress situations.

SKILLS

- Fluent in Arabic
- Epic Electronic Health Records Software
- Olympus Bronchoscopy Equipment
- EBUS
- EndoPro by Pentax for Billing
- Working in High Stress Clinical Lab Settings
- Customer Service
- Product Promotion
- Sample preparation
- Supervision
- Conflict Resolution
- Microsoft Office
- Customer Service

WORK HISTORY

BRONCHOSCOPY TECHNICIAN II

10/2019 to CURRENT

Medical Center | San Francisco, CA

- **Assisting in procedures offered by Bronchoscopy and Interventional Pulmonology Services such as EBUS, Electromagnetic Navigation, Endobronchial Valve Placement and Rigid Bronchoscopies among others.**
- **Developing protocols** for EBUS and routine surveillance procedures for Bronchoscopy Technicians
- **Primary Trainer** for oncoming bronchoscopy technicians
- Administered Topical Anesthesia in preparation for conscious bronchoscopies
- Collected, labeled and stored lab samples according to laboratory specifications
- Monitored and tracked billing using EndoPro and Epic while notifying supervisors and doctors of any missing bills or database errors along reconciliation for Monthly QA reports
- Manages supply inventory, equipment maintenance and repair along with organizing demonstrations with vendors.

CUSTOMER SERVICE REPRESENTATIVE

08/2014 to 04/2022

MilkManSF | San Francisco, CA

- Created and implemented process improvements to reduce workloads and boost profits
- Managing delivery routes among drivers

- **Assisted customers with setting appointments, special order requests, and arranging merchandise pick-up.**
- **Cultivated customer loyalty, promoted repeat business and improved sales.**
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor
- Creating Invoices for the stores that carry the MilkmanSF product

EMERGENCY MEDICAL TECHNICIAN-BASIC

09/2018 to 10/2019

Mobility Express Medical Transport | San Leandro, CA

- **Evaluated patient vital signs and status to determine care needs using pulse oximeters and electronic vital sign machines.**
- **Maintained levelheadedness and efficiency in high-pressure situations, effectively prioritizing tasks to save lives and provide medical care.**
- Conducted equipment and vehicle checks to maintain continuous and safe operation.
- Developed and maintained rapport with coworkers and local hospital staff to facilitate efficient patient care.
- Communicated with patients about pain, comfort and needs during transportation and preliminary medical care.

RESIDENT ASSISTANT

08/2016 to 06/2019

International Living Center, UC Santa Cruz | Santa Cruz, CA

- Responded to room transfers, incident reports and maintenance requests.
- **24hour On-Call Service**
- Facilitated best care by developing strong and trusting rapport with residents
- Assisted with resolving student conflicts and disputes
- Devised various programs for residents, including social, educational and recreational programs
- Conducted rounds of rooms and building to check on compliance and safety issues
- Organized off Campus Events for residents
- Supervised daily activities and provided assistance to staff.

HIRING COORDINATOR

10/2018 to 12/2018

College Nine and Ten | Santa Cruz, CA

- Interviewed new employees and assisted with hiring decision-making
- Part of a Hiring Committee of three in search for the International Living Center Coordinator for Residential Education (CRE)

RESEARCH INTERN

06/2014 to 08/2014

University of California | San Francisco, CA

- Running PCR Gels

ACCOMPLISHMENTS

- Head control of neuroscience based experiment designed to elucidate an environmental contribution to the development of schizophrenia in the Rowitch Lab at UCSF
 - Presented findings at Symposium at the end of Internship
 - Euthanasia of mice and brain dissections
 - Protein staining and observations with Imaris imaging software
 - Certifications & Awards
 - Basic Life Support Certification
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- Case Report Abstract Presentations California Thoracic Society (CTS) Conference of 2022.
 - Case Report Abstract Discussion at American Thoracic Society (ATS) Conference of 2022

EDUCATION

Bachelor of Science | Cellular And Developmental Biology
University of California, Santa Cruz, CA

06/2019