





# MIALANI HIGA

MLS, CPHT

## CONTACT

-  214-837-5887
-  higamialani@gmail.com
-  [www.linkedin.com/in/mialani-higa](https://www.linkedin.com/in/mialani-higa)
-  Denton, Texas

## SKILLS

Clinical Laboratory Skills

Communication and Medical Terminology

Analytical Thinking

Data Entry and Documentation

## EDUCATION

### Wylie High School

#### High School Diploma

May 2020

- Health Science Theory
- Medical Terminology
- Principles of health Science
- Practicum of Pharmacy Technician

### University of North Texas

#### Bachelors of Science in Medical Laboratory Sciences

July 2024

- **Clinical Rotation:** Comanche County Memorial Hospital School of Medical Technology/Medical Laboratory Science

## AWARDS

- Dean's List
- Honor Roll
- Outstanding Student Assistant
- Collin County Poetry Contest Winner

## PROFILE

Highly motivated and recently graduated Medical Laboratory Scientist with hands-on experience in medical scribing and as a Certified Pharmacy Technician. Demonstrated proficiency in laboratory procedures, data analysis, and medical documentation. Possesses a strong foundation in medical terminology, pharmacology, and patient care. Proven ability to work effectively in fast-paced environments, prioritize tasks, and collaborate with interdisciplinary teams to deliver quality patient care. Eager to leverage academic knowledge and practical experience to contribute positively to a dynamic healthcare organization dedicated to improving patient outcomes and advancing medical research.

## WORK EXPERIENCE

### Medical Scribe

Trinity Post-Acute Care

2023 - Present

- **Transcribing Medical Documents:** Accurately transcribing medical records, physician notes, patient histories, and other medical documentation from audio recordings or handwritten notes.
- **Maintaining Electronic Health Records (EHR):** Updating and maintaining electronic health records systems with patient information, treatment plans, medications, and other pertinent data.
- **Ensuring Compliance:** Adhering to HIPAA regulations and maintaining patient confidentiality at all times when handling sensitive medical information.
- **Organizing Medical Documentation:** Organizing and categorizing medical records and documentation for easy retrieval and reference by healthcare providers.
- **Medical Terminology Proficiency:** Demonstrating proficiency in medical terminology, abbreviations, and acronyms to accurately transcribe and document medical information.
- **Remote Collaboration:** Collaborating effectively with remote healthcare teams, utilizing communication tools and technology to facilitate seamless workflow and information exchange.

### Closed Captioning Student Assistant

University of North Texas, Media Library





2020-2022

- **Closed Captioning:** Creating accurate closed captions for video content to ensure accessibility for individuals who are deaf or hard of hearing.
- **Transcribing Audio:** Transcribing audio content from videos to create a textual representation for closed captioning purposes.
- **Editing Captions:** Reviewing and editing closed captions to ensure clarity, accuracy, and synchronization with the video content.
- **Quality Assurance:** Conducting quality checks on closed captions to verify compliance with accessibility standards and guidelines.
- **Accessibility Advocacy:** Promoting awareness of accessibility issues and advocating for the importance of closed captioning to enhance inclusivity in educational settings.
- **Documentation and Reporting:** Maintaining records of captioning projects, including completion dates, project specifications, and any relevant notes or comments.

# MIALANI HIGA

MLS, CPHT

## CONTACT

-  214-837-5887
-  higamialani@gmail.com
-  [www.linkedin.com/in/mialani-higa](https://www.linkedin.com/in/mialani-higa)
-  Denton, Texas


## EXPERTISE

- **Healthcare Documentation:** Expertise in accurately transcribing medical records, documenting patient encounters, and maintaining electronic health records (EHR) in compliance with HIPAA regulations.
- **Laboratory Techniques:** Proficient in laboratory techniques, specimen handling, and analysis acquired through coursework and hands-on training in medical laboratory science.
- **Technical Proficiency:** Skilled in using a variety of software and tools, including captioning software, point-of-sale systems, pharmacy computer systems, and laboratory equipment.

## REFERENCES


John Sullivan

Supervisor - Trinity Post-Acute Care

 214-302-9168

Janet Strother

Supervisor - UNT Media

 940-565-2480

## WORK EXPERIENCE

### Student Assistant

University of North Texas, Dining Services

2020-2021

- **Customer Service:** Providing excellent customer service to students, faculty, staff, and visitors by greeting them warmly, assisting with inquiries, and addressing concerns promptly and courteously.
- **Food Preparation and Serving:** Assisting with food preparation, including meal assembly, portioning, and presentation, while adhering to food safety and sanitation guidelines.
- **Cashiering and Point-of-Sale Operations:** Operating cash registers or POS systems to process transactions accurately, handle cash, credit, and meal plan payments, and reconcile cash drawers at the end of shifts.
- **Dining Area Maintenance:** Ensuring cleanliness and orderliness of dining areas, including clearing and sanitizing tables, refilling condiments, and maintaining a welcoming atmosphere for patrons.
- **Inventory Management:** Assisting with inventory control by monitoring stock levels, restocking supplies as needed, and rotating perishable items to maintain freshness.

### Cashier

Shinrai Japanese Bistro

2019-2020

- **Customer Service:** Providing friendly and efficient customer service by greeting patrons, answering questions about the menu, and assisting with ordering decisions.
- **Cash Handling:** Handling cash, credit, and electronic payments accurately and securely using a point-of-sale (POS) system or cash register.
- **Order Processing:** Processing customer orders quickly and accurately, ensuring that special requests or modifications are communicated to kitchen staff.
- **Upselling and Promotions:** Recommending additional menu items, specials, or promotions to increase sales and enhance the customer experience.
- **Accuracy and Attention to Detail:** Ensuring that orders are entered correctly into the POS system and that customers receive the correct items, condiments, and change.
- **Maintaining Cleanliness:** Keeping the cashier station and surrounding area clean and organized, including wiping down counters, restocking supplies, and disposing of trash.

### Pharmacy Intern

SandsRx, LLC

2020

- **Medication Dispensing:** Assisting pharmacists in preparing and dispensing prescription medications accurately, ensuring correct dosages, labeling, and packaging.
- **Prescription Processing:** Receiving and processing prescription orders from patients, physicians, and healthcare providers, verifying insurance information and entering prescription details into the pharmacy computer system.