**Vernon Guy Knapp Jr.**

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**MEDICAL TECHNICIAN - Phlebotomist**

**SUMMARY OF QUALIFICATIONS**

* Proficiency in phlebotomy demonstrated by using appropriate and established venipuncture techniques and universal precautions
* Proficient computer skills; ability to perform order entry and accessioning of test orders
* Ability to collect samples with knowledge of the many special anticoagulants and testing requirements for routine and complex testing both pre and post collections, being careful to choose the correct sample and tube types
* Demonstrated knowledge of bleeding time testing for patients with prolonged bleeding problems
* Able to prepare solutions for various glucose and lactose tolerance testing on patients
* Knowledge of morning/fasting/STAT collections within appropriate time frames
* Proven attention to detail and accuracy in any situation
* Excellent communication skills (oral and written) and interpersonal skills
* Proficient in HIPAA compliance regulations
* Maintains a secret security clearance
* Over 14 years’ experience in professional military leadership

**EMPLOYMENT HISTORY**

**2016 – Present DSI Employee with Lake Norman Regional Medical Center, Mooresville, NC – Site Manager**

* Diligently ensured accurate employee hours were recorded, compensations were accurate, and all pay discrepancies were rectified immediately.
* Drastically improved patient/family relations with the hospital while working as a liaison; resolving complaints and grievances.
* Expertly ensured sufficient site staffing for hospital and proactive patient rounding was conducted.
* Immediately addressed all patient/family complaints, and referred all other complaints to appropriate departments.

**2000 – 2016 United States Army – Gunnery Sergeant**

* Supervised and lead successfully over 80 combat missions in Iraq and redeployed with every member and all equipment intact. Stayed focused and optimistic under tremendous pressure.
* Revolutionized Personal Security Detail Platoon during Operation Iraqi Freedom 07-08 by building the platoon from scratch and accomplishing with valor all tasks assigned to the unit
* Expertly managed with competence the training, health, and welfare of over 60 personnel ensuring strict adherence to army standards and overall mission readiness of staff
* While still serving in the Army also volunteered time at Meadowlark Hills Retirement Community.

**1997 – 2000 Elk Creek Ent., Baker City, Oregon – Small Engine Mechanic**

**1993 – 1997 New Car Sales, Yokota A.F.B., Tokyo, Japan - Manager**

**1989 – 1993 United States Marine Corps – Artillery Section Chief**

**EDUCATION AND CERTIFICATIONS**

* Bachelor of Science in Healthcare Administration, Southwestern College, Winfield, KS.
* Certified as a Venipuncture Technician, Continual Health Education and Training, Concord NC.
* Maintains BLS (Basic Lifesaving Steps) certification, American Academy of CPR & First Aid, Inc.