resume\_109@gmail.com  
(800).629.5329  
Theresa Petzoldt Phlebotomist - North Country Hospital  
Westfield VT - Email me on Indeed: indeed.com/r/Theresa-Petzoldt/7d899e87c1d9e7fd  
Willing to relocate: Anywhere  
Authorized to work in the US for any employer  
WORK EXPERIENCE  
Phlebotomist  
North Country Hospital - Newport VT - 2015 to Present  
Draw blood samples from inpatients and outpatients with attention to proper phlebotomy technique and a focus on reducing patient anxiety as well as following protocols for patient identification and correct sample type  
 Support laboratory technicians as needed with laboratory tasks including filing paper results maintaining computer logs billing patient tests and cleaning laboratory equipment  
Organize instructor  
North Country Hospital - Jay VT - 2015 to Present  
Jay VT 2015 - Present  
 Explain adult and child programs offered by the School both in person and via telephone with attention to matching the correct program and ability level to the expectations communicated by the guest  
 Organize instructor schedules for private lessons in conjunction with supervisors covering instructor  
lineup  
 Perform customer service roles such as selling lift tickets and rental vouchers creating lesson reservations applying discounts and giving directions to guests  
Contact: Hailey Jewett (hjewett@jaypeakresort.com or 802 988 2737)  
Waitstaff Bartender and Host  
North Country Hospital - Jay VT - 2006 to Present  
 Promote a positive dining experience at the resort as a team member with other employees  
 Perform duties outside job description as necessary to facilitate service including dishwashing assisting the cooks bartending and cleaning the restaurant  
 Maintain a positive friendly and professional attitude towards both customers and coworkers and resolve customer complaints calmly and with understanding  
 Operate Sirius point-of-sales software accurately and efficiently and assume responsibility for the cash box  
Contacts: Christina Fletcher (cfletcher@jaypeakresort.com) Oral Kelly (okelly@jaypeakresort.com)  
Cindy Mead (cmead@jaypeakresort.com)  
Laboratory Assistant  
North Country Hospital - Bozeman MT - 2014 to 2015  
Registered outpatient lab work and received inpatient specimens with a high degree of accuracy and attention to detail regarding patient identifiers specimen requirements test coding and delivery to correct  
department within the lab  
 Fielded customer service questions in person and via telephone with kindness and respect using available resources to answer questions as completely as possible and being mindful of regulations and procedures  
   
protecting patient privacy  
 Prepared specimens for transport to other clinical and research laboratories including checking orders for accuracy checking that the the appropriate specimen type transport container and transport temperature were used and documenting the transaction in MediTech  
 Performed other tasks as necessary including checking orders for accuracy using the fax machine checking pending lists tracking specimen volume data entering new providers into the electronic  
database and storing and discarding specimens  
Contact: Esther Vance (evance@bdh-boz.org or 406 414 3141)  
Student Library Assistant  
North Country Hospital - Waterville ME - 2013 to 2014  
 Represented the library to incoming patrons and practiced good customer service  
 Facilitated the function of the library by checking books in and out to patrons answering questions if possible and referring questions to the appropriate librarian when necessary and shelf reading  
 Troubleshot problems with printers microfilm readers and student computers and referred to a more experienced professional when necessary  
Research Assistant  
North Country Hospital - Waterville ME - 2012 to 2014  
Designed and performed watershed level research in collaboration with a student partner and an overseeing professor in the Belgrade Lakes Region ME including studying key variables while  
minimizing variation in the controls and writing lab protocols as necessary to achieve that goal and enable study replication  
 Familiar with Lachat auto-sampling machinery and able to troubleshoot mechanical issues therein and proficient with basic sampling and lab etiquette and techniques  
 Presented results orally to a range of audiences from scientists at national level conferences to stakeholders in the local area with little scientific background as well as communicating results in writing  
Contact: Denise Bruesewitz (dabruese@colby.edu)  
Academic Tutor and Teaching Assistant  
North Country Hospital - Waterville ME - 2011 to 2013  
Assisted students in Single-Variable Calculus Multi-Variable Calculus Introductory Biology and  
General Chemistry to develop methods of relating to and understanding material focusing on successful homework completion exam preparation and study habits and time management  
 Graded student homework assignments in Introductory Statistics in a timely fashion with attention to detail and fair distribution of partial credit where applicable  
EDUCATION  
Bachelor of Arts in Environmental Studies  
Colby College - Waterville ME 2014  
Diploma  
North Country Union High School - Newport VT 2010