

# Joe Applicant

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## EDUCATION COORDINATOR/SUPERVISOR

*Effectively managing staffs in both the blood bank and business arenas*

Results-oriented, high-energy, hands-on professional with 10+ years' experience and a successful record of accomplishments in the blood banking, training, and communication transmission industries.

*Key skills include:*

- Experience in Quality Assurance and Customer Service in Two Industries.
  - Excellent Communication Skills
  - Team Building & Leadership
  - Internal & External Communications
  - Experience in Training and Payroll
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## PROFESSIONAL EXPERIENCE

AMERICAN RED CROSS, *Oakland, Calif.*

**EDUCATION MANAGER / EDUCATION COORDINATOR** (February 2013 – Present)

Facilitated successful educational project over the past five years for Northern California blood centers, with FDA regulated manufacturing equipment, as pertaining to CGMP, CFRs, Calif. State and American Association of Blood Bank (AABB) regulations.

*Notable accomplishments:*

- Provide daily operational review/quality control of educational accountability to meet regulations.
- Responsible for assuring uncompromised compliance with 23 organizational quality systems.

CORE COMMUNICATION INC., *Sunnyvale, Calif.*

**CABLE TELEVISION SUPERVISOR** (May 2008 – February 2013)

Supervised contract support for six AT&T Broadband systems located in the Bay Area.

*Notable Accomplishments:*

- Provided customer support/resolution, training in telephony and customer care.
  - Handled quality control, payroll, special projects/plant extensions, and staff evaluations.
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## EDUCATION & CREDENTIALS

**SAN JOSE STATE UNIVERSITY**, San Jose, Calif.

Bachelor of Science (GPA; 3.8; Major: Administration of Justice; Graduated Cum Laude), May 2008

### **Certifications**

NCCT Phlebotomy Technician Certification • NCCT Certified • CATV System Technician

### **Information Technology Skills**

Microsoft Office Suite • ADP / Workforce Now • Proficient in Various Payroll Software Systems