

Anna Au

Seattle, WA anna.au900@gmail.com

EDUCATION

Bachelor of Science in Diagnostic Ultrasound Seattle University	Expected June 2025
Associate of Science Degree South Seattle College	Graduated in 2020

AWARDS AND HONORS

- Alife Scholar 2023-2024
- SU Achievement Scholarship 2023-2024
- AANAPISI Scholarship 2019-2020
- APIA Scholar 2019-2020
- All Washington Scholar 2019-2020
- SSC Leadership Scholarship 2019-2020
- Phi Theta Kappa Scholarship 2019-2020
- South Seattle College President's List 2019-2020
- South Seattle College Dean's List 2018-2019

RELEVANT WORK EXPERIENCE

Position: Clinical Laboratory Lead

HARBORVIEW MEDICAL CENTER (MAY 2023- Present):

Planned, organized, and assigned staff work assignments. Supervised lab technicians in phlebotomy and specimen processing. Made sure standard laboratory procedures and protocols are followed to maintain a safe and sanitary environment. Performed phlebotomy for hospitalized patients and the outpatient clinic. Trained new staff in phlebotomy and specimen processing. Ensured training is completed and documented on a timely basis. Oversaw lab's operational status, training needs, personnel issues, and addressed staff concerns.

Position: COVID-19 Laboratory Supervisor

CURATIVE, INC. (October 2021- December 2022):

I supervised a team of testing specialists, specimen technicians, and site leads at a COVID-19 testing laboratory. Oversaw daily laboratory operations, staff scheduling, and timecard approvals. Processed large volumes of specimen and test results using standard lab equipment and tools.

Detect, investigate, and corrected lab errors in testing and resulting. Collaborated with HR in the hiring process to fulfill company needs. Provided training for new hires. Monitored Media Lab completion. Performed staff evaluations and enforce any necessary retraining for improvement. Took corrective action for policy and procedure violations. Troubleshoot and report issues to regional manager. Processed incident reports for testing sites. Enforce lab safety protocol to protect staff and specimen viability. Ensure proper specimen processing procedures are followed by all for result accuracy. Maintained lab and equipment within compliance of state and local regulations. Assist in all internal/external audits, inspections from the Department of Health and other regulators. Kept track of equipment and supply levels in test kits, PPE and all other inventory; submitted weekly orders for supply replenishment to warehouse. Maintained budget for testing sites. Created daily, weekly and monthly statistical reports across multiple testing sites to track the rate of COVID-19.

**Position: COVID-19 Tester and Site Lead
CURATIVE, INC. (July 2020- October 2021):**

I led a team of test specialists and specimen technicians at a COVID-19 test site. Managed field operations and site set up. Assigned daily work duties and organized breaks to maintain uninterrupted testing availability. Administered COVID-19 tests. Processed an average of 120 tests/day. Performed various types of COVID-19 tests including standard PCR NAAT tests, Antigen tests, and 2-hour Accula rapid PCR tests. Ensured results are delivered within the promised time frame. Answered patient questions regarding testing and scheduling. Ensure employees are wearing PPE properly and following all procedures for public safety. Mediated and resolved workplace conflict between staff. Directed specialists and technicians from other testing sites during times of staff shortage. Administered staff testing and report exposure. Maintained a clean and sanitized testing site. Monitored timekeeping, site performance, and attendance. Provided guidance in customer service, collection, and the handling of specimens. Notate any errors and issues with patient testing, processed invalid tests with proper hazardous material disposal procedure.

**Position: Vice President and Legislative Liaison of United Student Association
SOUTH SEATTLE COLLEGE (February 2019- March 2020):**

Served the interest of 7000+ SSC students as a member on the board in charge of student fee allocations. Conducted meetings to discuss concerns, student rights, and school programs. Processed job applications and conducted interviews for new hires to the Student Association. Organized field trips to meet with legislators in Olympia to request college funding and federal support. Advocated for financial assistance, educational resources, and social equity. Implemented various volunteer projects such as environmental clean ups, cultural celebrations, and voter registration drives to help students develop leadership skills within the community.

Position: Phlebotomist and Lab Support Specialist

KAISER PERMANENTE (September 2016- December 2017):

Performed phlebotomy and collected blood specimens from patients. Answered and managed calls from providers, lab staff and patients. Initiated contact with patients regarding lab orders or recollections. Triage and transferred calls to other departments that could best serve the patient's needs. Monitored pending test results' turnaround times to ensure they met provider and patient expectations through LIS. Informed patients of test status and relayed messages. Maintained PHI using the EPIC System in accordance with HIPAA regulations. Submitted credit request to billing department for retests. Recorded and updated patient information into Kaiser Permanent database.

Position: Customer Service Manager

WELLS FARGO CALL CENTER (July 2015- September 2016):

I managed the evening customer service teams for a Wells Fargo Bank call center. Answered escalated calls from bank customers. De-escalated calls by providing solutions and resolving issues pertaining to banking. Established good rapport with customers to retain business. Note and reported suspicious activities to the fraud department. Assigned work duties to team leads. Work with other managers to ensure call center operations runs smoothly. Created performance reports for the call center to track service quality in the region. Implemented strategies and procedures to handle customer service complaints. Provided training to new hires. Track and measured productivity levels. Evaluated employee performance and provided constructive feedback. Developed standards and quality assurance goals for phone bankers to achieve. Organized and held team meetings to improve customer experience.

Position: Phone Banker Team Lead

WELLS FARGO CALL CENTER (April 2013- July 2015):

Led a team of phone bankers at a Wells Fargo call center. Maintained order during high volume back-to-back calls to prevent long wait times. Performed all duties of a phone banker. Delegated tasks to team members. Answered escalated calls when managers were occupied. Provided support and answers to phone bankers in need of guidance during a long call. Maintained fair break schedules to ensure productivity levels. Motivated team members to achieve performance benchmark and goals. Reported suspicious calls to managers. Created team sales report to track individual progress.

Position: Phone Banker

WELLS FARGO CALL CENTER (June 2011- April 2013):

Provided high quality customer service and answered 80-150 calls per day for Wells Fargo. Provided answers to banking questions. Helped customers maintain personal checking/saving accounts, credit cards, loans and lines of credit through CIV and Hogan systems. Processed payments, charge disputes, and reimbursements. Updated and maintained confidential information to ensure account security.

Position: Customer Service Representative

THE STANDARD INSURANCE (August 2010- June 2011):

Provided support for insurance customers via phone calls and email. Answered general questions regarding benefits and policy coverage. Built rapport and strong customer relations to retain trust and satisfied clients. Assisted in identifying gaps in coverage and recommended products/services based on customer's needs. Directed customers towards specific sales departments to develop customer base in support of achieving team goals within the company.

SKILLS

-Trained in biological/laboratory sciences, COVID-19 testing, laboratory health and safety protocols.

-Certified in Phlebotomy, MA-P Licensed

-Experienced in providing student leadership to college students from all walks of life

-Versatile with common applications such as Microsoft Office, Excel Spreadsheets, and Outlook.

-3 years of public health laboratory work experience in a health care setting.

-6 years of customer service and patient care experience.

-10 years of collective leadership experience in supervisory, and lead positions.

-Strong problem solving, verbal and written communication skills. Adapt in multi-tasking in a high-pressure environment.

-Proficient in EPIC, Sunquest, Laboratory Information Systems (LIS), Hogan, CIV System, Drive Thru, and Electronic Health Record (EHR).