

## Phyllis Robinson

Randolph, MA 02368; 617-935-4934

[PhyllisNRobinson@gmail.com](mailto:PhyllisNRobinson@gmail.com); [www.linkedin.com/in/phyllisrobinson](http://www.linkedin.com/in/phyllisrobinson)

### Summary:

I am an experienced professional with a versatile background in service-related roles, known for a friendly approach and a relentless drive for success. I am currently completing the Bioversity/Massachusetts College of Pharmacy's "Biotech Career Foundations" certificate training program. I am one out of 18 students that went through a competitive application process that included over 120 applicants. This comprehensive 8-week program covers biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, biomanufacturing, professional behavior, communication, and job interview skills.

### Skills and Abilities:

Laboratory Skills and Safety: Understand basic science concepts and equipment associated with lab work, trained in laboratory environmental health and safety standards, Good Documentation Practice (GDP), facility cleaning, hazardous waste management functions, and management of lab and manufacturing inventory.

Customer Service: Demonstrated adept communication skills and effectively addressed diverse needs in roles spanning substitute teaching, patient care coordination, and van driving, ensuring a seamless and positive experience for individuals across various settings.

Problem Solving: Blended adaptability and effective problem-solving skills to successfully navigate challenges as a patient services representative, substitute teacher and bus monitor.

Leadership and Team Building: Demonstrated leadership and team-building abilities while assisting teachers, teaching Music and Movement, and coordinating with colleagues across various educational settings.

Administrative Support: Demonstrated attention to detail and successfully performed administrative support duties in various professional settings, including managing calls, interacting with clients/patients, and supporting organizational efficiency.

Operational Proficiency: Proven operational competency in the transportation field as a streetcar motor person, bus monitor, and van driver, consistently prioritizing passenger safety and maximizing operational efficiency. Adept at inventory management and adherence to sanitation guidelines, showcased in my role as an assistant salon stylist.

Technical Skills: Well-versed in Microsoft Office Suite, including Excel, Word, Outlook, and PowerPoint. Certifications: CPR certified with a 7D License.

### Work Experience:

#### Substitute Teacher

Jan. 2022 - Dec 2023

Boston Public Schools - Boston, MA

- Experience instructing students in grades 1st to K-0.
- Proficient in teaching Music and Movement

- Actively participated in recess and lunchtime supervision, and assisted fellow teachers with classroom responsibilities, showcasing adaptability and teamwork.

Patient Service Representative

Dec. 2016 – Feb. 2019

Massachusetts General Hospital - Boston, MA

- Proficient in handling various responsibilities, including answering incoming calls, warmly greeting patients, managing important fax correspondence
- Efficiently checked patients in and out for their appointments, ensuring seamless operational flow and an exceptional patient experience

Stylist Assistant

Epiphany Hare Care Studio - West Roxbury, MA

March 2016 – Sept. 2017

Universal Hair Care - Brighton, MA

July 2010 - July 2011

Olive's Beauty Salon - Newton, MA

Feb. 2007 – Sept. 2010

- Assisted head stylists in meeting clients' hair care needs, including shampooing, deep conditioning, and coloring.
- Maintained adherence to the salon's sanitation guidelines to ensure a clean and hygienic environment.
- Responsible for stocking shampoo stations with the appropriate solutions, ensuring seamless operations.

Transportation Services

Van Driver

Mar 2015 - Mar 2016

Phylcia's Children's Transportation - Boston, MA

Part-time Streetcar Motor Person

Aug 2011 - July 2013

Massachusetts Bay Transportation Authority - Boston, MA

Bus Monitor

Dec 2010 - Sept 2011

Boston Public Schools - Boston, MA

**Education:**

*Certificate – Biotech Career Foundations Program*

Jan 2024 - Present

Bioversity (a MassBio Initiative)- Boston, MA

*Intermediate School Education in Early Childhood Education*

Jan 2022 - Sept 2023

Boston Public Schools - Dorchester, MA

*Intermediate School Education in Medical Assisting*

Jan 2015 - April 2015

Lincoln Tech; Lincoln Educational Services; LCT - Somerville, MA

*License in Cosmetology*

Mar 2004

Blaine Beauty School - Boston, MA

*High School Diploma in Dance*

June 2002

Boston Arts Academy - Boston, MA