

## **Anya O'Neal**

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**SUMMARY:** As a former receptionist with three years experience, I developed important transferable skills such as customer service, organization, and attention to detail. I am eager to leverage these skills alongside my sterile processing education within the fast-growing biotech industry in an entry-level scientific operations role and contribute to a team's success. I recently completed the Biotech Career Foundations program, which shows my commitment to joining the life sciences field.

**BIOVERSITY:** The Biotech Career Foundations certificate program, designed and taught in partnership with the Massachusetts College of Pharmacy and Health Sciences, provides a comprehensive curriculum including practical hands-on training to prepare people for early-career scientific operations roles. During the eight-week course we received training in typical equipment and supplies found in a lab, EHS, inventory management, shipping and receiving, gas cylinder safety, and hazardous waste management. We also practiced professional behavior such as attendance and timeliness, professional communication skills, and cultivating interviewing skills.

### **WORK EXPERIENCE:**

#### **UNIFOCUS**

##### **Receptionist, Boston MA (2021 – 2023)**

- Coordinated patient appointments, ensuring timely and accurate scheduling.
- Implemented streamlined communication processes, resulting in improved patient satisfaction.
- Created reports and other types of documentation, which often contained sensitive and confidential data.

#### **COMPASSIONATE CARE HOME HEALTH**

##### **Nanny (2019 – 2021)**

- Demonstrated great organizational skills by keeping each space organized and tidy.
- Displayed leadership skills by maintaining a safe environment for children.
- Showed problem solving skills by being there when child/children had conflict and I was able to help them resolve it.

### **EDUCATION:**

#### **Bioversity – Biotech Career Foundations**

Certificate Program - May 2024

#### **Sterile Processing Tech**

Penn Foster - 2023

#### **High School**

Stone Coast Academy - Diploma 2024

### **SKILLS:**

- Proficient in Microsoft Word/Excel
- Skillful in JavaScript
- Knowledgeable in common office tasks