

**Monique Fontes**

Boston, MA 02121

857-243-4660

[moniquefontes.fontes@gmail.com](mailto:moniquefontes.fontes@gmail.com)

**SUMMARY:** A meticulous, reliable, and hard worker with experience in obtaining quality specimens, light lab maintenance and inventory, effective taking of written and verbal orders, and excellent customer service skills. I am seeking an entry-level scientific operations role at a local life sciences company.

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

**WORK EXPERIENCE:**

**Intriguing Hair, Hyde Park, MA – Lead Stylist**

November 2015 – Present

- Greets clients on time, consulting with client on services requested and received
- Maintains good relationship with clients, keeps records of all client services
- Provides excellent customer service, provides service within allotted time slot
- Conducts regular salon maintenance and inventory

**Brookline Associates, St. Elizabeth’s Hospital (Dr. Hurvitz) – Lead Phlebotomist**

June 2004 – October 2005

- General lab maintenance (inventory/supplies)
- Enters orders using Meditech & IDX systems
- Enters verbal and written orders from doctors and nurses
- Greets patients, file requisition forms, prints labels, verifies patients demographics, assists in training new phlebotomists
- Obtain quality specimens, labels specimens properly, preps specimen for transport properly

**Caritas Christi Carney Hospital Dorchester, MA – Phlebotomist**

April 2003 - July 2004

- Greets patients, enters requisition orders using Meditech & IDX system
- Orders tests, prints labels, identifies patients, answers high volume inbound phone line, directs calls to proper departments, enters verbal and written RN’s/DR’s orders
- Obtains quality specimen, labels specimen, transports specimens directly to proper departments, assists in training new interns/phlebotomists
- Maintains sanitary station, general lab maintenance, and inventory

**EDUCATION:**

*Bioversity* – Biotech Career Foundations

Certificate of Completion – May 2024

*Horizon's Learning Connection - Phlebotomy*  
Certificate Program - June 2004

*Jewish Vocational Services – Medical Office Skills Training*  
Certificate Program - April 1999

*Home Builders Institute – Carpenter/Labor skills Training*  
Certificate Program – 1994

**SKILLS:**

- Basic Lab Operations
- Phlebotomy
- Proficient in Microsoft Word
- Working knowledge of Excel
- Proficient in Medical Billing Software Systems
- Proficient in Meditech & IDX systems
- Windows Operating System
- Medical Office Skills
- Medical Terminology
- ICD-9 & CPT Coding