Natalie Pierce

Medical Courier

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SUMMARY

Medical courier with 4 years of experience moving lab specimens, prescriptions and medical records for hospitals, clinics and reference labs across Houston. Follows HIPAA and chain of custody rules on every run, keeps specimens at the right temperature, and finishes 30+ STAT and scheduled pickups a day on time.

EXPERIENCE

Medical Courier

02/2023 - Present

Bayou City Medical Logistics

Houston, TX

Healthcare courier serving 2 hospital systems, 90 clinics and 3 reference labs.

- Complete **30-40** specimen and pharmacy pickups a day, meeting 98% of STAT windows under 60 minutes.
- Maintain chain of custody logs and HIPAA rules for patient records, with zero privacy incidents in 3 years.
- Package specimens for temperature-controlled transport and record cooler readings at pickup and drop-off.
- Examine the van and spill kit each shift, following bloodborne pathogens procedures for leaks.
- Coordinate with lab staff on missing or mislabeled samples, resolving 95% before the end of the route.

Courier

06/2022 - 01/2023

Gulf Coast Express Delivery

Houston, TX

Same-day courier for business documents and small parcels.

- Delivered 25+ same-day documents and parcels across Harris County each shift.
- Captured signatures and photo proof of delivery in the dispatch app for every stop.
- Earned a 4.9 customer service rating while handling rush orders for 12 business accounts.

SKILLS

- **HIPAA**
- **Chain of Custody**
- **Specimen Handling**
- **Temperature-Controlled Transport**
- **Bloodborne Pathogens**
- **STAT Deliveries**
- **Proof of Delivery**
- **Customer Service**
- **Attention to Detail**
- **Dependable**

EDUCATION

High School Diploma

Bellaire High School

Houston, TX

06/2019

CERTIFICATES

HIPAA Compliance Training

American Red Cross

01/2026

OSHA Bloodborne Pathogens Training

American Red Cross

01/2026

DOT Hazmat Training for Category B Specimens

Bayou City Medical Logistics

03/2023