Gregory Patel

Phlebotomy Supervisor

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SKILLS

- Team Leadership
- Staff Scheduling
- Competency Assessment
- CAP Compliance
- Quality Improvement
- Phlebotomy
- Venipuncture
- Specimen Processing
- Epic Beaker
- Budget Management

EDUCATION

Bachelor of Science

05/2015

University of Illinois Chicago

Chicago, IL

Health Sciences

CERTIFICATES

Phlebotomy Technician (PBT)

ASCP Board of Certification

07/2015

BLS Provider

American Heart Association

04/2026

SUMMARY

Phlebotomy supervisor with 11 years in hospital and outpatient labs and 8 years leading phlebotomy teams, now 28 staff across 4 outpatient sites and inpatient rounds. Owns staff scheduling, competency assessment, CAP compliance and quality improvement, keeping specimen rejection and patient complaint rates below target.

EXPERIENCE

Phlebotomy Supervisor 02/2022 - Present

Lakefront University Health Chicago, IL

Inpatient and outpatient phlebotomy for an academic health system laboratory.

- Manage 28 phlebotomists and 3 leads across 4 outpatient sites and inpatient rounds, about **1,400** draws a day.
- Build monthly 3-shift staff schedules that cut overtime hours 22% while keeping morning draws done by 7 a.m.
- Run annual competency assessment and CAP compliance checks, passing 2 CAP inspections with no phlebotomy findings.
- Direct a quality improvement project on emergency department hemolysis, lowering it from 6.1% to 2.8%.

Lead Phlebotomist 03/2018 - 01/2022

Northwest Side Medical Center Chicago, IL

Inpatient phlebotomy team for a 380-bed community hospital.

- Led a **10-person** day team and covered supervisor duties during absences, about 450 draws a day.
- Trained 25 new phlebotomists on venipuncture, specimen processing and Epic Beaker workflows.
- Created a hard-stick escalation list that reduced repeat sticks on oncology patients by a third.
- Reviewed rejected specimen reports each week and coached staff on the top causes.

Phlebotomist 06/2015 - 02/2018

Cicero Avenue Clinical Labs Chicago, IL

Outpatient draw site of a regional reference laboratory.

- Collected 45+ outpatient samples a day, including pediatric, geriatric and glucose tolerance tests.
- Processed and packed specimens for 3 daily courier runs to the main laboratory.
- Performed capillary and pediatric draws for a neighboring pediatric practice, about 12 children a day.