

# Ahmad Ghulam Ali

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## PROFESSIONAL SUMMARY

Patient-focused nursing student and certified phlebotomist with hands-on ER and sterile-processing experience, strong inventory and equipment management skills, and leadership and administration expertise.

## SKILLS

**Clinical Procedures:** Venipuncture, Blood Sample Collection, Specimen Labeling and Handling, Sterile Processing, Plasmapheresis Machine Operation, Medical Terminology

**Patient & Emergency Care:** Patient Care, Emergency Room Tech (ERT), Staff Training

**Compliance & Safety:** HIPPA and OSHA Compliance, Lab Equipment Maintenance and Safety

**Data & Tools:** Data Collection and Reporting, Microsoft Office Suite

## CERTIFICATIONS

**Certified Nursing Assistant (CNA)** Sep 2025 – Sep 2027  
*Louisiana Department of Health (ID #339106)*

**Basic Life Support (CPR and AED)** Feb 2024 – Feb 2026  
*American Heart Association (ID #225418589967)*

**Phlebotomy Training** Mar 2023 – No Expiration  
*Phlebotomy Training Specialists (ID #LA-11163-79594)*

## PROFESSIONAL EXPERIENCE

**Our Lady of the Lake Regional Medical Center** Jan 2025 – Jul 2025  
*Emergency Room Tech (ERT)* *Baton Rouge, LA*

- Collected and documented vitals and specimens including blood draws, COVID and flu swabs, pure wicks, straight/indwelling catheters placements, orthostatic BP checks, cardiac monitoring, and non-invasive blood pressure monitoring systems in a 45 bed ER, enabling clinicians to begin treatment without delay
- Audited inventory daily and restocked critical supplies to maintain 100% readiness for emergency procedures
- Reduced average triage time by 10 minutes and speeding up patient placement by actively participating in weekly team meetings and presenting data driven workflow recommendations
- Boosted patient satisfaction for hundreds of patients through attentive, personalized support by listening to patient concerns and coordinating follow up care

**Our Lady of the Lake Regional Medical Center** May 2024 – Jan 2025  
*Emergency Room - Clinical Service Representative (CSR)* *Baton Rouge, LA*

- Promptly and successfully addressed an average of 20 patient, family, and provider inquiries per shift, enhancing communication and satisfaction in a fast-paced clinical setting
- Placed consult requests and put in orders on behalf of physicians within 10 minutes of order entry
- Ensured 100% audit readiness by documenting all sterilization processes and strict adherence to industry standards

**Grifols Biomat Plasma Donation Center** Nov 2023 – May 2024  
*Phlebotomist* *Baton Rouge, LA*

- Recalibrated 6 Aurora plasmapheresis systems each morning to verify accurate plasma volumes for roughly 125–150 donations weekly, preventing overdraws and protecting donor safety
- Diagnosed and repaired soft-good and hardware faults on Aurora units, resolving about 12–15 equipment issues per month and cutting machine downtime by an estimated 35%
- Performed preventative maintenance and daily functional checks on pumps, centrifuges and SBC displays, completing roughly 30 maintenance tasks monthly and reducing unscheduled service interruptions
- Collected plasma via venipuncture from an average of 18–22 donors per shift while managing minor donor reactions, sustaining a 95% procedure completion rate and improving donor retention
- Screened and processed infectious disease blood samples for 100% of first-time donors to ensure only eligible plasma entered the supply chain
- Logged incidents and corrective actions into the center's software within 15 minutes of occurrence, enabling supervisors to triage and resolve critical issues within 24 hours
- Prepared aseptic donation setups and verified sterile disposables between donors for approximately 20 setups per day, maintaining zero cross-contamination events during tenure