

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) <i>Louisiana Department of Health (ID #339106)</i>	Sep 2025 – Sep 2027
Basic Life Support (CPR and AED) <i>American Heart Association (ID #225418589967)</i>	Feb 2024 – Feb 2026
Phlebotomy Training <i>Phlebotomy Training Specialists (ID #LA-11163-79594)</i>	Mar 2023 – No Expiration

PROFESSIONAL EXPERIENCE

Our Lady of the Lake Regional Medical Center <i>Emergency Room Tech (ERT)</i>	Jan 2025 – Jul 2025 <i>Baton Rouge, LA</i>
<ul style="list-style-type: none">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 delayAudited inventory daily and restocked critical supplies to maintain 100% readiness for emergency proceduresReduced average triage time by 10 minutes and speeding up patient placement by actively participating in weekly team meetings and presenting data driven workflow recommendationsBoosted 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 <i>Emergency Room - Clinical Service Representative (CSR)</i>	May 2024 – Jan 2025 <i>Baton Rouge, LA</i>
<ul style="list-style-type: none">Promptly and successfully addressed an average of 20 patient, family, and provider inquiries per shift, enhancing communication and satisfaction in a fast-paced clinical settingPlaced consult requests and put in orders on behalf of physicians within 10 minutes of order entryEnsured 100% audit readiness by documenting all sterilization processes and strict adherence to industry standards	
Grifols Biomat Plasma Donation Center <i>Phlebotomist</i>	Nov 2023 – May 2024 <i>Baton Rouge, LA</i>
<ul style="list-style-type: none">Recalibrated 6 Aurora plasmapheresis systems each morning to verify accurate plasma volumes for roughly 125–150 donations weekly, preventing overdraws and protecting donor safetyDiagnosed 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 interruptionsCollected 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 retentionScreened and processed infectious disease blood samples for 100% of first-time donors to ensure only eligible plasma entered the supply chainLogged incidents and corrective actions into the center's software within 15 minutes of occurrence, enabling supervisors to triage and resolve critical issues within 24 hoursPrepared aseptic donation setups and verified sterile disposables between donors for approximately 20 setups per day, maintaining zero cross-contamination events during tenure	