

Taneka M. Gibson

336-255-4394 tgibson225@outlook.com

Therapist | Mental Health Counselor | Rehabilitation Counselor

- Proven high performer with exceptional relationship management, patient care, medical terminology and medical procedure knowledge.
- Effective leader with staff training and development experience.
- Ability to resolve difficult issues and conflict resolution
- Experience developing and implementing policy and procedure related to phlebotomy
- Experience creating training manuals for patient identification and phlebotomy process
- Familiarity with health counseling and substance abuse counseling
- Skilled communicator of complex issues regarding medical terminology, procedures and concepts to a wide range of audiences.
- Ability to enhance engagement of staff and facilitating credible challenge and issue escalation.
- Obtained Therapy Certification

Core Competencies

- Phlebotomy Supervisor
- Phlebotomy training
- Project Management
- HIPPA knowledge
- Health Counseling
- Medical Assistant
- Trauma focused cognitive behavior
- ICD 9/10 data entry
- Patient care
- Medical health Technician

Professional Experience and Business Value

High Point Regional Hospital UNC Health Care -High Point, NC January 2006–November 2016

Phlebotomy Coordinator

High Point Regional Health is central North Carolina's premier health care provider and hospital organization. Our physicians offer a wide spectrum of services to meet your health care needs.

Organizational Impacts | Contributions

- Trained, coached and mentor phlebotomy staff to ensure smooth collection of laboratory specimens.
- Implemented innovative programs to increase employee loyalty and reduce turnover. Developed and implemented new and enhanced policies and procedures ----
- Created training manual for phlebotomy staff
- Responsible for supervising, training and hiring staff
- Managed staff of 40 associates that consisted of
- Provided weekly payroll review
- Demonstrated experience with service audits for our department.

Vocational Rehabilitation TEACCH-Project SEARCH - Greensboro NC
Job Coach (Internship)

Jan. 2014-May 2014

Organizational Impacts | Contributions

- Match clients with right employer
- Assist the client with job skills and team building with co-workers and employers
- Assist client in performing the work responsibilities in such a way that foster independence
- Assess the vocational, social, communication and independent skills by the specific job setting
- Perform task analysis of each task as needed and provide guidance to client
- Create structure for each job based on the client needs Identify job site modifications as needed.
- Trained, coached and mentor staff to ensure smooth adoption of new program.
- Partnered successfully with hospital staff and departments to produce potential employee.

St. Luke's Hospital Phlebotomy Coordinator – Maumee, Ohio June 2001-December 2005

With its long-standing commitment to kind and attentive patient care, St. Luke's Hospital is a Toledo-area institution-- with over a century of continuous service to the community.

Organizational Impacts | Contributions

- Phlebotomy workload distribution
- Hired and trained [20] of staff.
- Developed and implemented new policies
- Specimen processing
- Reference laboratory billing review

Medical System Experience

- Epic (EMR)
- ICCD-9 &10
- Word, Excel, Outlook, and PowerPoint
- My Clients Plus

Education

Currently pursuing Master's Degree Anticipated Graduation date: December 2017

- A&T University-Greensboro, NC
- Mental Health Counseling – Rehabilitation Counseling
- Certificate: Rehabilitation Counseling and Behavioral Addictions
- Certificate: Rehabilitation Psychology and Behavioral Medicine

Bachelor of Science: Graduated: May 2014

- Rehabilitation Studies Winston-Salem State University Winston Salem, NC
- Graduated Magna Cum Laude