

Siricharle Rivera



Manchester, CT



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Professional Summary:

Dedicated and self-motivated professional with experience working independently in remote environments while maintaining productivity, accuracy, and strong communication. Skilled in customer service, administrative support, scheduling, data entry, and multitasking in fast-paced settings. Proficient in Microsoft Office, email management, virtual collaboration tools, and handling confidential information. Strong organizational and problem-solving abilities with a proven track record of meeting deadlines, providing excellent client support, and adapting quickly to changing priorities while working from home.

Work Experience:

Caregiver

GTI Independence, LLC – Hartford, CT

July 2025 – Present

- Assisted clients with daily living activities including bathing, dressing, grooming, and personal hygiene.
- Prepared meals according to dietary needs and ensured proper nutrition and hydration.
- Administered medication reminders and monitored clients for changes in health or behavior.
- Provided companionship and emotional support to improve clients' overall well-being.
- Assisted with mobility, transfers, walking, and light physical exercises.
- Maintained a clean, safe, and organized living environment.
- Performed light housekeeping duties including laundry, cleaning, and meal preparation.
- Scheduled and accompanied clients to medical appointments and errands.
- Monitored vital signs and documented daily care activities when required.
- Communicated effectively with family members and healthcare professionals regarding client care.
- Supported clients with memory care and daily routines for individuals with dementia or cognitive challenges.
- Ensured client safety by following care plans and emergency procedures.
- Managed time efficiently while caring for multiple client needs in a compassionate and professional manner.

Phlebotomist

American Red Cross — Middletown, CT

March 2021 – 2024

- Collected blood samples from patients using venipuncture and capillary techniques while following proper safety procedures.
- Verified patient identity and labeled specimens accurately to ensure proper testing and documentation.
- Prepared patients for blood drawing by explaining procedures and helping reduce anxiety.
- Maintained strict infection control and sanitation standards in accordance with healthcare regulations.
- Processed, stored, and transported laboratory specimens following established protocols.
- Monitored patients for adverse reactions during and after blood collection procedures.
- Maintained accurate patient records and updated laboratory information systems.

- Ensured all equipment and supplies were properly cleaned, stocked, and maintained.
- Collaborated with healthcare staff to ensure timely and accurate laboratory testing.
- Followed HIPAA guidelines and maintained patient confidentiality at all times.
- Performed specimen centrifugation and prepared samples for laboratory analysis.
- Assisted with administrative tasks including scheduling, patient intake, and documentation when needed.
- Demonstrated excellent customer service and professionalism while working with diverse patient populations.

Education:

Lincoln Technical Institute, NJ — Associate in Medical Assistance
January 2015 - May 2016

Certifications and Licenses:

NHA Certified Phlebotomy
Technician (CPT) Oct 2016 to present

Skills:

- Strategic Leadership and Team Development
- Customer Experience & Client Relations
- Strong Communication & Executive Reporting
- Time Management & Prioritization
- Teamwork
- Problem Solving
- Excellent Computer Skills

Additional Information

- Bilingual: English / Spanish