

Latanya Montgomery | CRCST - Sterile Processing Tech

Winston-Salem, NC 27105 | (336) 986-0664 | blackwelltanya72@gmail.com

PROFESSIONAL SUMMARY

Dedicated Sterile Processing Technician seeking entry-level opportunities. Eager to transition from a retail role into a meaningful role in sterile processing where learned skills and experiences can be utilized to eliminate or reduce infection rates and improve patient outcomes. Desire to make a positive impact on the lives of patients, families, and healthcare professionals by providing compassionate care, exceptional service, and professional excellence. Looking for opportunities to be a part of a team and work for a company that offers continued professional development and growth.

PROFESSIONAL SKILLS

- Obtain knowledge of medical terminology, disease processes, anatomy, and physiology
- Explain the importance of customer service, communication skills, and professionalism
- Discuss compliance standards and the role of HIPAA, OSHA, CDC, FDA, ANSI, AAMI, and other regulating agencies
- Identify central service workflows processes from cleaning, decontamination, preparation, and packaging to sterilization, and storage of surgical instruments and equipment
- Describe the importance of the manufacturer's instructions for use (IFU), infection control, and use of personal protective equipment throughout central service areas and their impact on personal and patient safety
- Differentiate methods for quality control and assurance and the necessity of central service process documentation
- Meticulously detail-oriented with a keen eye for accuracy and precision
- Self-motivated, driven to exceed expectations and achieve goals
- Proven ability to quickly absorb new information and skills

EDUCATION

MedCerts | Livonia, MI

Apr 2023 – July 2023

Sterile Processing Technician Program: **HSPA – CRCST Certified** (In progress)

PROFESSIONAL EXPERIENCE

Costco | Winston-Salem, NC

Jan 2001 – May 2022

Front End Cashier | Front End Supervisor | Refund Cashier

- Demonstrated outstanding multitasking abilities, handling significant amounts of cash and processing payments while providing exceptional customer service to expedite lines and ensure high levels of member satisfaction
- Aided in achieving company goals by promoting executive memberships and emphasizing the broad range of services available both in-store and outside
- Effectively communicated with supervisors to maintain a cohesive and productive work environment
- Orchestrated employee breaks, lunches, and additional tasks with seamless precision
- Observed employee performance and documented performance to ensure optimal adherence to department protocols
- Conducted merchandise research by using internal systems to ensure accurate identification for proper returns
- Issued refunds to members using cash, credit, or store credit, providing excellent customer service, and maintaining positive rapport
- Assisted supervisor by correcting ring errors for members with approval, minimizing customer inconvenience
- Properly disposed of hazardous waste in returned items to maintain environmental safety and compliance
- Delivered courteous and prompt customer service when answering telephone inquiries, showcasing professionalism and dedication to customer satisfaction

PROFESSIONAL LICENSES

- Notary Certification (Received March 23, 2022): Authorized to witness the signing of legal documents, administer oaths, and certify copies of important papers
- Licensed Bail Bond Agent (Received May 8, 2022): Assist individuals in navigating the court system and provide clients with quality service and support during stressful situations

VOLUNTEER EXPERIENCES

- Participated in the Susan G Komen Cancer Walk to raise awareness and funds for breast cancer research
- Volunteered with the Winston-Salem Rescue Mission to serve meals and provide support for the homeless
- Serviced with the CHCGD at the Bethesda Center for Winston-Salem, providing valuable assistance to those in need