

# LOVESHYA A. WALTON

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## PROFILE

Dynamic professional with extensive experience, excelling in client and consumer satisfaction. Proven ability to analyze complex issues and implement effective strategies, enhancing customer experience. Strong communication skills and expertise in process monitoring ensure compliance and efficiency in operations. Committed to developing positive relationships while achieving organizational goals. I recently completed an eight-week hands-on, immersive training program through BioConnect DE, designed and taught by industry-experienced scientists. I am seeking to apply my education and technical experience toward a dynamic career in biomanufacturing and biomedical research.

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## TECHNICAL TRAINING & PROFESSIONAL SKILLS

- Safety Awareness
  - SOP Compliance & Documentation
  - Safety & Compliance Protocols
  - Good Manufacturing & Documentation Practice Training
  - Cleanroom Protocols
  - Strong Verbal & Communication Skills
  - Process Monitoring & Control
  - Venipuncture & Capillary Puncture
  - Specimen Collection, Labeling, Processing, & Transport
  - Patient Identification & HIPAA
  - Infection Control (PPE, OSHA, HIPAA)
  - Laboratory Equipment Operation
  - EMR & LIS Data Entry
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## EDUCATION

**BioManufacturing — BioConnect DE, Newark, DE**

Jul. 2025

*Certificate of Completion*

Received hands-on training for skilled technician, manufacturing operator, and quality assurance through the workforce readiness course, including:

- Introduction to Biomanufacturing
  - Quality Management Systems
  - Metrology
  - Good Documentation Practices
  - Clean Room Procedures
  - Workplace Safety
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**Phlebotomy Technician — Delaware Technical Community College, Newark, DE**

May 2025

*Certified Phlebotomy Technician, Allied Health*

- Performed venipuncture and capillary draws on 50+ patients daily
  - Accurately labeled and prepared specimens for laboratory testing and processing
  - Maintained sterile and organized workstations, adhered strictly to OSHA and HIPAA regulations
  - Operated Laboratory Equipment
  - Practiced and Performed Patient Identification and Safety Protocols
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## WORK EXPERIENCE

**Bank of America — Newark, DE**

Aug. 2024 – Present

Compliant Resolution Specialist

- Resolved customer inquiries through effective communication and problem-solving techniques.
- Analyzed complex account issues to develop tailored solutions for customers.
- Collaborated with cross-functional teams to streamline dispute resolution processes.

- Analyzed root causes of recurring issues to implement preventive measures, reducing the number of future complaints.

**Bank of America** — Newark, DE  
Collections Specialist II

Jun. 2020 – Aug. 2024

- Negotiated payment plans with clients, fostering positive relationships while ensuring timely debt recovery.
- Resolved disputes through effective communication, reducing escalations and improving customer satisfaction.
- Managed high-volume collections, ensuring timely follow-up on overdue accounts.
- Analyzed customer account histories to identify patterns and optimize collection strategies.

**Bank of America** — Newark, DE  
Collections Specialist I

Nov. 2018 – Jun. 2020

- Managed collections processes, ensuring timely follow-ups and customer communication.
- Analyzed account statuses to identify trends and implement effective collection strategies.
- Collaborated with cross-functional teams to resolve customer disputes and enhance recovery rates.
- Developed training materials for new hires, streamlining onboarding processes for collections staff.

**Compassionate Care Hospice**— Wilmington, DE  
Medical Records Clerk

Jun. 2016 – Oct. 2018

- Oversaw daily operations of medical records department, enhancing workflow efficiency.
- Trained staff on best practices for maintaining accurate patient records and documentation.
- Processed incoming documentation, verifying accuracy and completeness of information.
- Coordinated electronic medical record systems for efficient data retrieval and management.
- Managed patient health information to ensure compliance with regulatory standards.

**Compassionate Care Hospice**— Wilmington, DE  
Certified Nursing Assistant

Dec. 2010 – Jun. 2016

- Provided end-of-life care for patients while respecting their dignity and personal wishes, allowing them to pass comfortably.
- Assisted patients with activities of daily living such as bathing, dressing, grooming, and feeding while preserving their autonomy whenever possible.
- Recognized individual cultural, religious, and spiritual beliefs when delivering care, creating a respectful and inclusive environment for patients and families.
- Monitored vital signs and reported changes in patient condition to nursing staff, ensuring timely medical intervention when necessary.

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## ADDITIONAL CERTIFICATIONS

- CPR/BLS Certification
  - HIPPA Training Certification
  - Bloodborne Pathogens Certification
  - OSHA Training Certification
  - Specimen Handling Certification
  - TWIC Card Holder
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