

ISAAC YUDAH ODONGO

PHLEBOTOMIST

PROFESSIONAL SUMMARY

Dynamic and highly skilled Phlebotomy Professional with over 9 years of experience in hospital laboratories, research, and outreach services.

Currently serving as a Mobile Phlebotomist at Aga Khan Mombasa Hospital, leading patient-centered specimen collection across home visits, consultant clinics, accident & emergency, and outreach healthcare centres.

Proven expertise in mobile and field phlebotomy, sample logistics, and LIS management, ensuring timely turnaround times (TAT) for patients and partner facilities. Recognized for building strong professional rapport with doctors, consultants, and patients, while efficiently resolving service concerns.

A certified BLS provider with specialized training in apheresis and advanced blood donor procedures. Holds a Diploma in Medical Laboratory Sciences and a 6-month specialization in Phlebotomy. Actively contributes to advancing phlebotomy practice in Kenya as the Organizing Secretary of the Phlebotomy Association of Kenya, driving professional recognition, training standards, and outreach initiatives.

CONTACT

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EDUCATION

The Technical University of Kenya

January 2012 – November 2014
Diploma in Medical Laboratory Sciences and Technology.
Pass Mean Grade

Sawagongo High School

February 2003 – November 2006
The Kenya Certificate of Secondary Education (KCSE)
Mean Grade B(plain)

Karapul Primary School

January 1995 - November 2002
Kenya Certificate of Primary Education
352/500 Marks

WORK EXPERIENCE

The Aga Khan Hospital Mombasa. Mobile Phlebotomist

May 2025 – Date (Current)

- Lead mobile and field-based phlebotomy services across Mombasa and surrounding areas, ensuring reliable and patient-centered care.
- Manage patient outreach, home-based specimen collection, and partner facility support with a focus on efficiency and quality.
- Streamlined specimen collection at Consultant Clinics and the Accident & Emergency Department, reducing patient waiting time and eliminating the need to visit the main Phlebotomy area.
- Build and maintain strong rapport with doctors, consultants, and nursing teams to enhance collaboration and patient outcomes.
- Handle and resolve all complaints and concerns related to Mobile Phlebotomy, Consultant Clinics, and Accident & Emergency collections, ensuring patient satisfaction and service recovery.
- Collaborate closely with the Marketing Department to increase internal client awareness and uptake of mobile phlebotomy services.
- Ensure full compliance with ISO-accredited quality systems, safety standards, and infection control protocols.
- Provide continuous feedback and practical solutions to management to optimize workflow, strengthen patient engagement, and improve overall service delivery.
- Coordinate sample pick-ups from outreach healthcare centres within Mombasa and its environs, ensuring same-day turnaround time (TAT) for tests processed at the main hospital.
- Receive incoming samples from outreach centres, log them into the Laboratory Information System (LIS), and distribute them to relevant testing departments for timely analysis.

MP Shah Hospital, Parklands, Nairobi. Locum Phlebotomist

October 2023 – May 2025

- Enforcing and following established and updated laboratory policies and procedures.

SKILLS

- Venipuncture and capillary puncture
- Blood collection
- Butterfly needle technique
- Excellent Communication
- Geriatric phlebotomy
- Team collaboration
- Pediatric phlebotomy
- Donor Phlebotomy

LANGUAGES

- English
- Swahili
- Luo

STRENGTHS

- Team Player
- Excellent Communication
- Ability to multitask
- Dynamic and flexible
- Fast learner

FURTHER TRAINING

- Basic Life Support (BLS) – 2023
- Good Clinical Practices in Human Subject Research - 2022
- Conflict of Interests and Research Ethics – 2022
- Good Clinical Practices in Research Involving Biomedical Samples - 2022
- Data Safety and Monitoring
- Biomedical Responsible Conduct of Research - 2022
- Emergency and Incident Response to Biomedical Spills - 2022
- Biosafety and Biosecurity - 2022
- Phlebotomy (Pathcare Kenya) - 2017
- Driving with a valid Kenyan Driving License - 2020
- Core Business Management Skills - 2011
- Basic Life Skills -2011

- Enforcing and following established and updated laboratory policies and procedures.
- Gathering blood samples from patients for tests and transfusions.
- Following blood volume requirements and testing protocols for consistent and accurate patient results.
- Creating accurate labels and updated system records with patient sample information and details.
- Instructing patients on urine, stool and other bodily fluid specimen collection.
- Assessing veins, using judgment and accommodating patient preference.
- Monitoring patient for adverse reaction and used appropriate intervention.
- Preparing blood draw and collection instruments and equipment in sterile environment.
- Applying pressure at site, stopping bleeding before bandaging.
- Receiving pre-collected specimens and prepared for on- and off-site testing.
- Helping clinical staff with urgent diagnostic needs, prioritizing STAT tests.
- Working closely with other healthcare professionals to provide high-quality patient care.
- Collaborating with colleagues in quality assurance initiatives aimed at improving overall performance standards.
- Preparing patients for venipuncture by explaining process and answering questions.
- Verifying patient information and labeling samples correctly to ensure accurate results.
- Monitoring patients during blood draws for signs of distress or adverse reactions.
- Training new phlebotomists on proper techniques, safety protocols, and company policies.
- Prioritizing urgent requests from medical providers for rapid turnaround times on lab results.
- Drawing blood from patients for various medical tests and procedures.
- Recording relevant patient data accurately within electronic health records systems.
- Participating in continuing education opportunities to stay current with industry best practices.
- Calming anxious patients through empathetic communication and reassurance.
- Verifying matching tube, patient, and test information, carefully checking all details at each stage.
- Collaborating with attending physicians and nurses regarding testing and procedures.
- Providing detailed reports to supervisors to support organized workflow.
- Collecting blood from veins using vacuum tube, syringe, or butterfly venipuncture methods.
- Determining donor suitability based on medical histories and current vital signs in the blood donor unit

VitalRay Health Solutions, Upperhill, Nairobi. Mobile Phlebotomist

April 2023 – October 2023

- Duties include blood sample collection and transport from patients unable to come to the laboratory and laboratory business development.
- Minimized patient discomfort using physical techniques and friendly communication.
- Gathered blood samples from patients for tests and transfusions.
- Assessed veins, using judgment and accommodating patient preference.
- Monitored patient for adverse reaction and used appropriate intervention.
- Created accurate labels and updated system records with patient sample information and details.
- Instructed patients on urine, stool and other bodily fluid specimen collection.
- Calmed anxious patients through empathetic communication and reassurance.

PROFESSIONAL SOCIETY MEMBERSHIP(S)

Phlebotomists Association of Kenya (PAK) –
Current Member with a good standing
record.
Current Organising Secretary

AVAILABILITY

2 Weeks

AWARDS, SCHOLARSHIPS AND ACHIEVEMENTS

Kenya Youth Empowerment and Internship
Program Cycle 2 (2012 – 2013)

The Aga Khan University Hospital, Parklands, Nairobi.

Research Assistant Phlebotomist

October 2020 – January 2023

- Recruitment of participants in an ongoing COVID-19 Seroprevalence Research,
- Collecting quality specimen from them in their preferred locations.
- Being the Participants to Study link person attending to all their queries and concerns over the study and duties as assigned by Supervisor.
- Refined data collection protocols to increase precision and accuracy of test results.
- Collaborated with team members on various research projects.
- Adhered to quality controls standards to preserve integrity of data and findings.
- Performed statistical analyses using software programs like SPSS, Redcap or SAS.
- Presented findings at conferences, meetings, or seminars.
- Ensured compliance with safety protocols while working in laboratory.
- Assisted in preparing presentations for investigators, collaborators, or sponsors.
- Prepared graphs and spreadsheets to portray experimental results.
- Coordinated participant recruitment and scheduling for study sessions.
- Maintained inventory of lab supplies and ordered materials.
- Maintained accuracy and confidentiality through proper chart management in EMR system.
- Handled centrifuging, pipetting and preparation for send out.
- Collected, stored and prepared blood samples for laboratory testing per written specifications and established protocols.
- Enforced and followed established and updated laboratory policies and procedures.

ScanLab Centre, Nakuru. Mobile Phlebotomist.

September 2019 – October 2020

- Blood sample collection from patients in Offices/Homes/Hospitals/Clinics/Nursing homes and transporting the samples to the laboratory for analysis
- Marketing and handling complaints arising from mobile phlebotomy services and assisting in patient registration into the LIS.
- Received pre-collected specimens and prepared for on- and off-site testing.
- Instructed patients on urine, stool and other bodily fluid specimen collection.
- Collected, stored and prepared blood samples for laboratory testing per written specifications and established protocols.
- Monitored patient for adverse reaction and used appropriate intervention.
- Created accurate labels and updated system records with patient sample information and details.
- Enforced and followed established and updated laboratory policies and procedures.
- Followed blood volume requirements and testing protocols for consistent and accurate patient results.
- Monitored patients during blood draws for signs of distress or adverse reactions.
- Collaborated with colleagues in quality assurance initiatives aimed at improving overall performance standards.
- Drew blood from patients for various medical tests and procedures.
- Participated in continuing education opportunities to stay current with industry best practices.
- Trained new phlebotomists on proper techniques, safety protocols, and company policies.

- Utilized proper techniques for venipuncture, capillary puncture, and butterfly needles.
- Assisted in organizing and managing inventory of phlebotomy supplies.
- Complied with health and safety standards and regulations.
- Provided detailed reports to supervisors to support organized workflow.
- Collaborated with attending physicians and nurses regarding testing and procedures.
- Responded to questions and concerns of patients and resolved issues.

Avenue Hospital, Parklands, Nairobi. Phlebotomist.

February 2019 – August 2019

- Blood sample collection from patients (both outpatients and inpatients) ensuring maximum sample quality and safety
- Other delegated duties which included doing Random Blood Sugars and Fasting Blood Sugars (RBSs and FBSs), assisting in clerical work in the laboratory and dispatch of patients tests results to the wards.
- Collected, stored and prepared blood samples for laboratory testing per written specifications and established protocols.
- Helped clinical staff with urgent diagnostic needs, prioritizing STAT tests.
- Instructed patients on urine, stool and other bodily fluid specimen collection.
- Maintained accuracy and confidentiality through proper chart management in EMR system.
- Created accurate labels and updated system records with patient sample information and details.
- Received pre-collected specimens and prepared for on- and off-site testing.
- Gathered blood samples from patients for tests and transfusions.
- Prepared blood draw and collection instruments and equipment in sterile environment.
- Monitored patient for adverse reaction and used appropriate intervention.
- Selected vein, avoiding base of inner wrist and other high-risk areas.
- Greeted patients and escorted from waiting area to draw station.
- Calmed anxious patients through empathetic communication and reassurance.
- Drew blood from patients for various medical tests and procedures.
- Worked closely with other healthcare professionals to provide high-quality patient care.
- Prepared patients for venipuncture by explaining process and answering questions.
- Verified patient information and labeled samples correctly to ensure accurate results.

Pathcare Kenya LTD Laboratories, Nairobi, Kisumu and Kisii. Phlebotomist and Phlebotomist in Charge

July 2017 – December 2018

- Responsible for the daily administration of Pathcare Kisii Laboratory, human resource organization, and serving as a link between the branch and head office
- Meeting set targets, collecting specimen from patients, receiving specimen from supporting doctors, performing routine tests on patient's samples, and networking samples to the main laboratory.
- Handled centrifuging, pipetting and preparation for send out.
- Received pre-collected specimens and prepared for on- and off-site testing.
- Instructed patients on urine, stool and other bodily fluid specimen collection.
- Enforced and followed established and updated laboratory policies and procedures.
- Collected, stored and prepared blood samples for laboratory testing per written specifications and established protocols.
- Helped clinical staff with urgent diagnostic needs, prioritizing STAT tests.

- Calmed anxious patients through empathetic communication and reassurance.
- Prepared patients for venipuncture by explaining process and answering questions.
- Prioritized urgent requests from medical providers for rapid turnaround times on lab results.
- Verified patient information and labeled samples correctly to ensure accurate results.
- Executed daily opening and closing procedures to company standard.
- Evaluated staff performance, communicating feedback, and setting personal goals.
- Inspired teams using motivational leadership style.
- Identified areas of improvement in team performance and implemented necessary changes.
- Resolved customer complaints by finding appropriate solutions, maintaining client satisfaction.
- Trained new employees on company policies, procedures, and software systems.
- Created positive work environment that fostered teamwork and encouraged open communication.
- Organized regular inventory counts to keep records accurate and identify supply needs or loss points.

MOH/FACES/ICAP Kisumu County. Phlebotomist.

May 2015 – July 2017

- Provided basic Medical Laboratory Services to the out-patients, Comprehensive Care Centre - CCC/PSC patients in areas such as phlebotomy, Parasitology, TB microscopy, Hb estimation, sample processing for Viral load and CD4 counts, many serological tests, and a wide range of other tests including giving timely reports to the SCMLT.

Siaya County MOH. Volunteer Medical Laboratory Technologist/Intern/Attaché

January 2014 – April 2015

- Participated in the various Laboratory investigations of patients and samples under Parasitology, Serology, Blood Transfusion Services, Hematology, Microbiology, and Reception & Phlebotomy.
- Observed laboratory protocols for instrument preventive maintenance, troubleshooting and calibration.
- Implemented consistent control and quality assurance testing to safeguard quality adherence.
- Documented all test results accurately in laboratory information system LIS.
- Sterilized equipment and maintained clean laboratory environment.
- Conducted urinalysis and body fluid analysis as per physicians' requests.
- Communicated effectively with other medical professionals regarding patient care needs or concerns.
- Performed routine laboratory tests to diagnose various diseases.
- Prepared reagents, stains, and solutions necessary for conducting tests.
- Monitored and refilled required supplies to support testing team.
- Handled prompt reporting of patient results for assigned departments.
- Completed and validated wide range of medical laboratory tests.
- Utilized microscopes to examine specimens and identify abnormalities.
- Protected lab reputation by verifying results of tests to check accuracy and testing integrity.

REFEREES

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