


# Karen Mendez

## Hospital Courier

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 United States, Boston, MA

### Professional summary

Reliable and safety-conscious Hospital Courier with experience delivering critical supplies and specimens within large hospital networks. Expert in navigating medical facilities, adhering to HIPAA regulations, and managing time-sensitive deliveries.

### Experience

Hospital Courier August 2018 - September 2025

#### Mass General Brigham, Boston, MA

- Delivered lab samples, medications, and patient files across multiple departments.
- Handled biohazardous materials per CDC and OSHA guidelines.
- Communicated with lab and nursing staff to prioritize urgent pickups.
- Kept detailed delivery logs and chain-of-custody documentation.

Courier Assistant May 2016 - July 2016

#### Beth Israel Deaconess Medical Center, Boston, MA

- Assisted senior couriers with intra-campus deliveries.
- Learned proper handling procedures for temperature-sensitive and fragile medical items.
- Trained in route optimization and specimen security.

### Education

High School Diploma of Boston Latin Academy, 2015

### Certifications

- Bloodborne Pathogen Certification** – OSHA (2023)
- HIPAA Compliance Training** – Mass General Brigham (2022)

### Skills

Chain-of-custody compliance

Expert

Knowledge of hospital layouts and protocols

Expert

Use of delivery tracking software

Expert

Patient confidentiality

Expert

Time management

Expert