

# JESSICA CLAIRE

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## SKILLS

- Documentation proficiency
- Test case preparation
- Test implementation
- Flexible and adaptable
- Team-building
- Verbal and written communication
- Organization and time management
- Teamwork
- Multitasking abilities
- Computer proficiency

## EDUCATION

**Michigan State University:**  
Lyman Briggs College  
East Lansing, MI • 05/2012

**Bachelor of Science:** Medical Technology

**Michigan State University:**  
College of Natural Sciences  
East Lansing, MI • 05/2012

**Bachelor of Science:** Clinical Laboratory Science

## CERTIFICATIONS

- MLT - Medical Laboratory Technician

## PROFESSIONAL SUMMARY

Enthusiastic Laboratory/Business Information Analyst eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Informatics and Clinical Laboratory Systems. Motivated to learn, grow and excel in Information Systems development, implementation, testing and maintenance.

## WORK HISTORY

### Northwell Health - IT Integration Testing Analyst

Shirley, NY • 01/2019 - Current

- Exhibit support of corporate goals and ensure accomplishment by reaching team/department goals.
- Quick learner, quality producer/worker, change implementer, reliable and dependable team member.
- Assist in Build and Implementation of Avero Texas lab to ensure deployment readiness via JIRA tasks (235).
- Train/assist team members with JSON file formatting and drops for Avero Cognito report testing.
- Create and maintain documentation for all team members to reference procedures, including accurate and up-to-date troubleshooting.
- Assist with Group Issue Testing and Implementation.
- Integral member of Avero Texas Lab Testing and Implementation team (Comprehensive Project encompassing five different laboratory systems - Avero Copia, Progeny Copia, Orchard Harvest, Progeny Report Writer, and Cognito)
- Provide OCR User Acceptance Testing, Report Sign-offs, Bug Fix Testing for Corepoint database and Gistia Cognito database/application.
- Perform primary expectations, duties/responsibilities; exceeded the appropriate level of understanding within six months of hire.
- Became SME for the corporation in multiple critical areas within 12 months.
- Customer ticket resolution on ServiceNow Incidents (387); 24x7 on-call support on a rotating basis; provide ID fixes/updates on weekly basis; triage for Coverage; amend reports for Pregnancy Type and Sex Chromosomes
- Handle multiple responsibilities in an effective manner; use work time productively and efficiently.
- Balance the requirements of completing projects (MGD, Riscover, Igenomix PGD, Baylor Exon), while still supporting group efforts to ensure Avero Texas Lab on-time launch.
- Exhibit ability to effectively communicate and influence others in order to meet organizational goals; share information openly; interface well with co-workers.
- Lead sessions for training and brainstorming/problem-solving for the Avero Texas Lab build and test.
- Work/Collaborate using available tools - Microsoft Teams and Zoom - to get clarification and assist in group efforts.
- Effective at presenting ideas clearly in a group setting; Ability to accurately judge communication style and content based on the audience.
- Lead training sessions on Riscover Billing Testing, Baylor Exon Billing testing, Avero Lab Resulting and more applications.
- Collaborate with team to promote strong internal teamwork.
- Effectively share, organize and prioritize work for optimum results based on team needs.
- Share information with team members and convey the information necessary to move the team forward.
- Create documents to expedite billing testing to allow for team members to effectively complete testing effectively.
- Create LIS system workflow to provide a reference document with information flow throughout systems.
- Create external lab reports to provide a reference for troubleshooting.
- Generate Cognito JSON builds for consistency when testing.

### Henry Ford Hospital Main Campus - Laboratory Systems Analyst

City, STATE • 12/2016 - 01/2019

- Analysis
- Meet with clients to determine and define information system requirements and objectives for laboratory systems requests.
- Work closely with clients to maintain optimum levels of communication to complete projects.
- Assist team leaders in evaluating new project requests.
- Estimate project complexity for customer request timelines.
- Define impacts of modifying laboratory systems and applications on current systems.
- Project Management
- Manage projects impacting laboratory systems or data within organizational scope, impact, and risk.
- Serve on project teams to complete assignments from project leaders, measure project progress, and report status.
- Lead small project teams comprised of other laboratory staff and laboratory systems vendors; create project scope and schedule, maintain project issues list, and report project status to customers and leadership.
- Work flexible hours to achieve exceptional project results and customer service.
- Development
- Design and specify laboratory system and application functionality using appropriate tools.
- Assure application design meets HFHS pathology needs, and defined standards.
- Define application security and control procedures; maintain regulatory compliance and security of information.
- Develop application test plans, evaluate and document results of testing according to defined standards.
- Systems/Applications Implementation
- Develop plans for implementation of laboratory systems applications and enhancements for pathology.
- Prepare training and reference materials for new application implementations; update Pathology Informatics procedures.
- Systems/Applications Support
- Provide rotating on-call support for laboratory systems operation and resolve issues for information systems, applications, and associated information systems equipment.
- Update knowledge and experience to support assigned information systems for HFHS pathology with proficiency and minimal assistance.
- Develop advanced information systems expertise and act in lead role to support particular application or major functionality within Pathology Informatics team. In lead role; act as resource to others, assist with issue resolution, prepare Pathology Informatics procedures, and implement upgrades.
- Teamwork/Staff
- Work collaboratively with team members and customers in Pathology to achieve superior results.
- Train team members on assigned systems and applications within their particular area of expertise or on outcomes of projects.
- Personal Development
- Attend meetings, conferences, activities to expand knowledge base.
- Complete required training in timely manner.

### Henry Ford Hospital Main Campus - Blood Bank Technologist

City, STATE • 01/2013 - 12/2018

- Work collaboratively with team members and customers in Pathology.
- Train team members on assigned systems and applications within particular areas of expertise or outcomes of projects.
- Personal Development Participate in work-related professional groups, information systems user groups, and special interest groups; share knowledge gained with team members.
- Perform blood type and antibody screen testing utilizing NEO solid-phase instrumentation and SunQuest system; Perform batch antigen screening for in-house red blood cell stock utilizing NEO solid-phase instrumentation; Troubleshoot NEO instrumentation for ease of sample testing; Supply blood inventory and patient reference workups for all HFHS satellite hospitals; Complete CAP competency assessments (average 2 per year) and monthly competency assignments in timely and accurate manner; Maintain ISO compliance for Blood Bank, including completing daily "5S/LEAN" of work area; Manage lower-level IT issues, including monitoring/aiding repair of Blood Bank computers; Troubleshoot EPIC blood product and Blood Bank test ordering with nurses and doctors.
- Special Projects Assist in off-shift Blood Bank EPIC launch (2013), including monitoring issues, answering floor questions/helping with training/questions of co-workers; Assisted in Blood Bank initiative (2013) to compile Operating Room blood product wastage data for analysis and monitoring.

## AFFILIATIONS

Biomedical Laboratory Diagnostics Student Association (BLDSA) - Michigan State University: 2008 to 2012 [MEMBER] American Society for Clinical Laboratory Science (ASCLS): 2012 to Present [MEMBER] Michigan Association for Blood Banks (MABB): 2012 to Present [MEMBER]