

Jessica Claire

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PROFESSIONAL SUMMARY

Experienced and Accomplished Director of Laboratory Proficiency Testing. Proficient in Quality Systems, Accreditation, personnel management, financial planning and accreditation compliance as demonstrated across 23 years of association/industry leadership. Through 23 years at the same organization, and working within the same program, knowledge has been gained in all aspects of running an accredited proficiency testing program. The Director facilitates smooth, efficient and compliant proficiency testing operations to meet or exceed targets on consistent basis.

SKILLS

- Thorough knowledge of:

 - ISO/IEC 17043: Assessment - General Requirements For Proficiency Testing
 - ISO 13528:2015 Statistical Methods For Use In Proficiency Testing By Interlaboratory Comparison
 - ISO/IEC 17025:2017 General Requirements For The Competence Of Testing And Calibration Laboratories
 - ALACC-AOAC INTERNATIONAL Guidelines for Laboratories Performing Microbiological and Chemical Analyses of Food, Dietary Supplements, and Pharmaceuticals, An Aid to Interpretation of ISO/IEC 17025:2017 was created by the Analytical Laboratory Accreditation Criteria Committee (ALACC)
 - ILAC-International Laboratory Accreditation Cooperation MRA and SIGNATORIES (ARAC, AFRAC etc.)
- Certificate in Measurement Uncertainty Training
 - Development of Quality Systems
 - Development of Websites and new website functions needed for changes or new programs
 - Development of knowledge of SAS statistical programming and coding needed for changes or new programs

WORK HISTORY

DIRECTOR OF LABORATORY PROFICIENCY TESTING

06/2009 to CURRENT

AOAC INTERNATIONAL | City, STATE

POSITION SUMMARY: DUTIES and RESPONSIBILITIES:
The Director – The Director is responsible for managing systems, resolving problems and bringing improvements to the Quality System. In addition, the Director is the primary for making sure the program meets accreditation requirements. AOAC Proficiency Testing Program is the primary staff responsible for the management and administration of the day-to-day activities of the AOAC Laboratory Proficiency Testing Program, including directly interfacing with AOAC Laboratory Proficiency Testing Program staff, subcontractors, and participants. The position is the interface to IT and Statistical subcontractors to ensure that the design, development, and implementation of new systems (Website), and the changes to those systems, meet the requirements of the Accredited Program.

- Knowledge of advanced concepts, trends and the vocabulary of laboratory operations. Thorough knowledge of ISO (International Organization of Standards) standards and guides as they relate to PT accreditation.
- Knowledge of laboratory methodology and equipment used to run assays.
- Computer competency skills in common office software, such as: Adobe, Visio, Word, database and Excel spreadsheet applications.
- Competence in statistical analysis and knowledge of laboratory data reporting.
- Demonstrated oral and written communication skills as well as excellent interpersonal skills.
- Develop new technical programs
 - o Develop the technical part of new websites and updates sections of PT website to accommodate secure and confidential reporting of methods and results for PT programs-following accreditation criteria
 - o Develop SAS statistical programming based on ISO standards for new programs and updates SAS programming for current programs-following accreditation criteria
 - o Design and implement testing schemes for new programs or program additions, including bacteria, analytes, and matrices)
- Collaborate with other departments to develop quality systems for them.
- Provide work direction and leadership to multiple technical and administrative staff members and committees
 - o Provide coordination of staff support to collaborators, advisory committees and task forces, including meetings, correspondence, and relationships with each other.
- Maintain the accreditation of the AOAC Laboratory Proficiency Testing Program
 - o Develop and implement plans and strategies to retain and increase the number of program participants.
 - o Analyze the marketplace to determine new offerings and their viability financially.
 - o Support technical advisors and monitor collaborators.
 - o Provide technical advice, counsel and support to the program subscribers
 - o Inspect, resolve and document all non-conformance issues that could affect accreditation.
 - o Develop or revise Standard Operating Procedures to comply with accreditation criteria or enhance internal processes.
 - o Provide the leadership to maintain and improve the performance and ease of use of the web-based data entry system, ensuring that all aspects of the system follow the appropriate business rules and follow accreditation criteria.
- Marketing and promoting the AOAC Laboratory Proficiency Testing Program to potential customers
 - o Promote the AOAC Laboratory Proficiency Testing Program by making presentations and representing the AOAC Laboratory Proficiency Testing Program at appropriate scientific meetings.
 - o Respond to enquiries about the AOAC Laboratory Proficiency Testing Program with verbal and written information.
 - o Meet with prospective groups interested in expanding the program.
- Finance
 - Collaborate with other departments to ensure renewal enrollments, new enrollments, invoicing and collections are completed to maintain cash flow.
 - o Manage the financial aspects of the program including invoice approval, purchase orders, quotes to subscribers and financial performance versus the allocated budget.
- Develop and insure compliance with the annual budget for the program.
- Training
 - Provide complete training for all staff that are required to be cross trained for proficiency testing tasks.

PROGRAM MANAGER OF LABORATORY PROFICIENCY TESTING

06/2000 to 06/2009

AOAC INTERNATIONAL | City, STATE

- Developed some of the Standard Operating Procedures used to fulfill ISO accreditation requirements. The program is ISO accredited.
- Achieve and maintain A2LA Accreditation (ISO International Standards) for the Laboratory Proficiency Testing Program.
- Liaison to accrediting body to maintain the ISO Quality System requirements.
- Developed statistical verification processes to aid in the validation of data.
- Implemented the business rules used to statistically compute electronically reported data for a SAS programming system for all 13 programs.
- Developed, implemented, and verified a secure and confidential Web site in conjunction with statistical and Web site design vendors to allow participants to submit condition upon receipt information, sample quantity; methods used, and report results.
- Developed the backend of the Web site to allow laboratories to securely and confidentially review and print out individual result reports, drastically reducing the turn-a-round time for issuing results to participants and eliminating the need to hire additional personnel. As a result, the yearly work hours were lowered for the department by approximately 1000 staff hours.
- Supervised and train new and/or temporary program coordinators.
- Achieved an increase in the number of participating laboratories from 204 to 403.
- Supervise program staff.
- Oversee the dangerous good shipping training needed by staff

PROGRAM COORDINATOR LABORATORY PROFICIENCY TESTING

06/1999 to 06/2000

AOAC INTERNATIONAL | City, STATE

- Created and maintained Standard Operating Procedures.
- Edited the technical content of reports issued to participating laboratories.
- Identified occurrences of departure from the quality management system and initiated preventive actions to minimize such departures.
- Developed electronic automated processes to which significantly reduced work load for the department; translating into growth of the program.
- Computed statistics and edited the technical contents of reports issued to participants after each round of testing.
- Statistically verified submitted data.
- Developed and implemented marketing plan to introduce the global market to the proficiency testing program.
- Achieved an increase in the number of participating laboratories from 148 to 204.
- Supervised administrative assistant.

PROGRAM ASSISTANT LABORATORY PROFICIENCY TESTING

10/1998 to 06/1999

AOAC INTERNATIONAL | City, STATE

- Created and maintained Standard Operating Procedures.
- Edited the technical content of reports issued to participating laboratories.
- Identified occurrences of departure from the quality management system and initiated preventive actions to minimize such departures.
- Developed electronic automated processes to which significantly reduced work load for the department; translating into growth of the program.
- Computed statistics and edited the technical contents of reports issued to participants after each round of testing.
- Statistically verified submitted data.
- Developed and implemented marketing plan to introduce the global market to the proficiency testing program.
- Achieved an increase in the number of participating laboratories from 148 to 204.
- Supervised administrative assistant.

EDUCATION

- Master of Science | Biotechnology (focus On Biosecurity And Biosafety)

University of Maryland University College, College Park, MD
- Bachelor of Science | Food Science (Food Micro And Food Chemistry)

University of Maryland - College Park, College Park, MD

06/2001