

# Jessica Claire

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## Professional Summary

Reliable Medical Laboratory Scientist seeking a position in a managerial role to continue developing laboratory supervisory skills and coordination for laboratory services. Bringing five years of clinical laboratory excellence within a trauma-level one hospital contributing to its growth, development, and impact.

## Skills

- Performance Optimization
- System Provisioning
- Software Debugging
- Laboratory Equipment Testing
- Loss prevention management
- Training and mentoring
- Multidisciplinary team collaboration
- Seasoned in medical clinical procedures
- Lean Process Improvements
- Inventory and supply management
- Research and Analysis
- Regulatory Compliance

## Work History

**COVID Testing Support**, 12/2020 - Current

**Atlantic Health System** – New Brunswick, NJ

- Perform real-time PCR and DNA amplification testing for viral detection of SARS-CoV-2 using Alinity-M molecular diagnostic analyzer and DiaSorin Analyzer under FDA Emergency Use Authorization (EUA)
- Saved microbiology department cost of single FTE for short-term testing support
- Worked as member of integrated project team in highly collaborative work environment focused on enhancing turnaround time for test completion and complex workflow
- Maintain specimen security in order that efficient and accurate and processing of laboratory data may occur; assures 100%accuracy when identifying patients with their specimens and handles send-out specimens by properly preserving, separating, storing without error
- Reviewed and performed quality control testing, trouble shoot instruments, maintained documentation and took corrective action for failed tests.

**Lead Medical Laboratory Scientist** , 02/2016 - Current

**Deposco** – Orange County, CA

- Direct tasks and streamline operational support and logistics in the Transfusion Services Laboratory while problem-solving and maintaining open lines of verbal communication with personnel
- Demonstrate ongoing quality assurance and compliance using healthcare protocols and regulations; CLIA, ABB, JCAHO, TJC, OSHA, and HIPAA
- Train and supervise 10 FTE's and direct reports on laboratory functions and assist with staffing efforts and mentoring program
- Assist with BIORAD instrument installation, identified waste, and implemented LEAN principles reducing Turn Around Time (TAT) of type and screen tests by >20%.
- Implement governance of new regulatory guidelines for blood issuing reducing FDA deviations by 30%
- Responsible for recommending and documenting disciplinary actions, tardiness, and staff attendance
- Perform, analyze, and investigate complex laboratory results using risk mitigation techniques, risk analysis, key performance indicators, and quality improvement practices
- Prepare and monitor updates for Standard Operating Procedures (SOPs) and policies in clinical laboratory

**Project Lead**, 06/2019 - 12/2019

**Duke University Health System** – City, STATE

- Designed and executed IRB approved process improvement project for Pediatric ECMO initiation and blood product dispensary study to improve process effectiveness
- Performed analysis of 100 patients and identified recommendations on how to decrease turnaround time, increase process efficiency, and cost-effectiveness for emergency ECMO deployment for neonates and pediatric patients.
- Gave strategic direction on implementing system enhancements for a blood order set by maneuvering through ICD coding in EPIC and Maestro Care matrix
- Utilize RedCap (Research Electronic Data Capture) to transcribe 40 surveys and promote data integrity
- Developed and trained junior team members by leveraging industry experience to achieve optimal project strategy
- Coordinated meetings with Medical Director and ECMO supervisor bi-weekly to provide detailed project report and milestone updates; Communicate in a professional and courteous manner to members of the health care team

**Immunohematology Intern**, 11/2015 - 12/2015

**The Institute For Transfusion Medicine** – City, STATE

- Issued red blood cell unit and components upon request by performing an accurate clerical check of patient and donor information according to SOP, quality control procedures, and federal regulations
- Identified suitable blood products for transfusion, plasma exchanges, sickle cell exchange according to standard operating procedure by resolving complex antibody workups
- Perform basic technical and preventative maintenance activities for laboratory instruments. Reconcile blood samples to ensure test completion resulted in electronic health record (EHR)

## Education

**Master of Science:** Health Administration, 12/2019

**Pfeiffer University** - Misenheimer, NC

- Member of Upsilon Phi Delta Honor Society

**Bachelor of Science:** Medical Technology, 12/2015

**Norfolk State University** - Norfolk, VA

- Certificate in Health Service Management (2013)

## Affiliations

- National Association of Healthcare Executives Education Committee, Co-Chair
- Boys and Girls Club of Durham and Orange Counties, Volunteer
- Toastmasters International, Toastmaster
- American College of Healthcare Executives
- Believers United for Change, Grant Writer

## Certifications

- Medical Laboratory Scientist - 2016