

# Jessica Claire

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## Professional Summary

Reliable Medical Laboratory Scientist with 5+ years of experience. Offer a positive attitude with a proven ability to achieve continuous improvement and optimal patient care while building operational performance. Looking to advance in healthcare leadership role.

## Skills

- Performance Optimization
- Software Debugging
- System Provisioning
- Sterilization techniques
- Equipment Testing and Calibration
- Loss prevention management
- Project oversight
- Training and mentoring
- Multidisciplinary team collaboration
- Seasoned in medical clinical procedures
- Lean Process Improvements
- Specimen Processing
- Infection Control
- Safety regulations
- Medical research
- Regulatory Compliance

## Work History

- 12/2020 to Current

**COVID Testing Support**  
**Atlantic Health System** – Scotch Plains, NJ

  - Executed hardware proficiency on Alinity m molecular diagnostic analyzer using real time PCR technology under FDA EUA
  - Saved microbiology department from hiring an FTE for short-term testing support
  - Completed testing on DiaSorin Analyzer for SARS-CoV-2 using IgG antibodies.
  - Prioritized project tasks with Microbiology department team.
  - Worked as member of integrated project team in highly collaborative work environment focused on enhancing turn around time for test completion and complex work flow.
  - Conducted data gathering activities, including , organization of supplies, supervision and quality control of data acquisition, to draw relevant conclusions and direct testing activities.
  - Learned new laboratory techniques and applied expertise in carrying out enhanced experiments under supervision of senior lab members.
- 02/2016 to Current

**Lead Medical Laboratory Scientist**  
**Dentsu Aegis Network** – Wa Keeney, KS

  - Direct tasks and streamline operations in the Transfusion Services Laboratory while problem-solving and maintaining open lines of verbal communication with staff
  - Demonstrate ongoing quality assurance and compliance using healthcare protocols and regulations; CLIA, JCAHO, TJC, OSHA, and HIPAA
  - Perform, analyze, and investigate complex laboratory results using risk mitigation techniques, risk analysis, and quality improvement practices
  - Train and supervise 10 FTE’s and direct reports on laboratory functions and assist with recruitment efforts and mentoring
  - Build quality and effective teams resulting in process optimization, an increase in workplace engagement, and retention of staff
  - Implement governance of new regulatory guidelines for blood issuing reducing FDA deviations by 30%
  - Analyzed testing results based on established indicators, submitting findings to central lab database.
  - Assists in revision and update of Standard Operating Procedure (SOP) manual
- 06/2019 to 12/2019

**Project Lead**  
**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 turn around time, increase process efficiency, and cost-effectiveness for emergency ECMO deployment for neonates and pediatric patients.
  - Give 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.
  - Met with Medical Director and ECMO coordinator bi-weekly to provide detailed project report and milestone updates.
- 11/2015 to 12/2015

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

  - Issued blood products upon request by performing an accurate clerical check of patient and donor information by cross-referencing requests with Blood Bank files according to standard operating procedure
  - Prepared and labeled components made from blood such as packed red cells, pedi paks, washing red cells, thawing frozen products, pooling products and irradiating products according to standard operating procedure
  - Set up apparatus, instruments and supplies for laboratory procedures
  - Performed basic troubleshooting and preventative maintenance activities for laboratory instruments
  - Prioritized and processed blood samples and performs various Blood Bank functions as elaborated in Blood Bank Policy and Procedure manual. Issues blood components on timely basis following established guidelines

## Education

- 12/2015

**Bachelor of Science: Medical Technology**  
**Norfolk State University** - Norfolk, VA

  - Certificate in Health Service Management (2013)
- 12/2019

**Master of Science: Health Administration**  
**Pfeiffer University** - Misenheimer, NC

  - Member of Upsilon Phi Delta Honor Society

## 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