# Ali Ihsan Halavurt

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Nationality: British

**Key Skills**

* **Laboratory skills –** through utilisation of microscopes and execution of clinical assays (manual and automated).
* **Report writing –** detailed, comprehensive completion of work through thorough research.
* **Communication and Interpersonal** skills both verbally and written developed extensively through working in a team and independently.
* **Organisational skills, Multi-tasking and Prioritisation;** working on multiple tasks at the same time.
* **Problem solving**; taking proactive and reactive steps to find solutions to difficult issues.
* **Troubleshooting**; remote and onsite support of multiple instruments to provide on the spot solutions.
* **Data Analysis -** looking at trends and compiling data i.e. regarding the outcome of results and analysis of trends.
* **Operator Training –** Training users on the utilisation of diagnostic instrumentation.
* **Leadership** – Training colleagues and taking lead on local projects.
* **Workflow analysis** – using lean methodology to streamline processes, identify value add and remove waste.

**Instruments**

* Allergy and Autoimmunity: Phadia instrumentation (200, 250, 1000, 2500, ISAC)
* Proteins: BNII, Capillarys, Hydrasys
* ELISA: DS2
* Immunofluorescence: ASP, EuroBlotMaster, Quantalyser 240L and manual techniques
* Flow Cytometry: SPA and FACS Canto

**Education**

Undertaken all disciplines of biomedical science including, clinical biochemistry, haematology, cellular pathology, microbiology and immunology.

**2010-2013 Middlesex University**

**BSc Biomedical Science -** Upper Second Class Honours (2:1)

Undertaking a final year Dissertation project, I achieved a grade of 2:1 on

*“Prevention and Treatment available for neonates with Congenital Heart Disease”*

**Employment history**

**20/05/2019-Present Applications Specialist, Thermo Fisher Scientific**

* Providing specialist technical support and troubleshooting for a range of instrumentation.
* Provide high-level scientific support and ensuring follow up until case completion.
* Escalating unsolved cases to Global support teams.
* Delivering high standard end-user training and completing competency checks (Remote and onsite).
* Performing instrument verifications and installations.
* Providing pre and post install support in conjunction with sales.
* Working as part of a cross functional team with sales and marketing to fully understand customer needs and provide a best in class service.
* Providing remote (phone/email/) and on-site support for reagent and system-based issues.
* Contributing to the development of training material and local documentation.
* On-boarding of new staff members and being a Staff Ambassador.
* Competent in the use of CRM to manage customer interactions.
* Recording and handling customer queries/complaints and ensuring timely resolutions.
* Maintaining product knowledge to ensure the best support is provided to the customers.
* Providing internal training on diagnostic instrumentation and software.
* Assisting end-users on workflow and best practice using Lean Six Sigma Processes.
* Excellent organisational, delegation and prioritisation skills.
* Maintaining customer satisfaction and loyalty.

**03/2019-05/2019** **Immunology, Ashford and St. Peter’s Hospital**

Locum Band 5 BMS in the immunology laboratory

**08/2018-02/2019 Immunology, Ysbyty Gwynedd Hospital, Bangor, North Wales**

Locum Band 6 BMS in the Immunology laboratory.

**09/09/2015-26/07/2018 Immunology, Ashford and St. Peter’s Hospital**

**Band 5 Biomedical Scientist**

Good Laboratory Practice

Utilizing multiple analytical instrumentation

Performing manual techniques, i.e. fluorescence and microscopy

Analysing results and QC data and identifying trends.

Recording non-conformities

Training staff

Carrying out stock checks

Maintaining standards and adhering to TAT

**02/2011-01/09/2015 NEXT Plc.**

Gained a variety of transferrable skills, e.g. communication, organisational, decision-making, and leadership skills. As a team leader I delegated work and trained new staff, ensured deadlines were met. Additionally, improved communication skills through daily customer interactions.

**Additional Skills**

Turkish (Fluent), Green Belt Lean Six Sigma, Sketch-up Pro, Visio.

References can be provided upon request.