**Reeshia M. Green**

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### Objective

To obtain position where knowledge, skills, abilities and discipline learned in military and as MLT can be utilized and broadened.

#### Work Experience

**Team Lead, Medical Technician**~10/2017-Present; North Texas VA Medical Center, Dallas, TX

•Responsible for scheduling work assignments, delegating and leading Phlebotomy Technicians (Inpatient/Outpatient)

•Responsible for training/orienting students and new phlebotomy employees to the collection/accountability process for Laboratory

•Provides on-going training and competency testing for existing clinical staff

•Acts as Safety point of contact for Phlebotomy section, ensuring OSHA compliance and training, conducts safety inspections/audits

•Collects data for Quality Metrics: Productivity, Accountability, Perceived wait time, Incomplete lab orders

•Troubleshoot specimen problems and determine specimen suitability per standard procedures

**Laboratory Supervisor, CLIA waived** ~04/2016 – 09/2017; Addiction Labs of America – Greenhouse, Grand Prairie, TX

•Responsible for oversight of on-site residential and outpatient laboratories, waived complexity

•Constructs, edits and maintains Standard Operating Procedures for Phlebotomy, Urine Drug Screens (iCup 14) and Urine Pregnancy Tests

•Participates in training and competency assessment of new and current employees

•Quality Plan to include Quality Control/Quality Assurance, process improvement and other quality metrics

•Supply selection and management, to include safety stock and special selection

•Manual billing and reconciliation

•Phlebotomy and specimen processing

**Manager, Point of Care** ~ 07/2012 – 04/2016; Children’s Health - Children’s Health Pediatric Group, Dallas, TX

•Responsible for overseeing multiple physician office laboratories of moderate complexity to include automated Hematology

•Responsible for instruction and orienting new clinical employees to the Physician Office Laboratory, on-going training and competency testing for existing clinical staff

•Selection, ordering and maintenance of appropriate instrumentation, test kits, Quality Control, Calibration, Proficiency Testing and general clinical/laboratory supplies

•Development and maintenance of Quality Plan to ensure all QA/QC and test suitability/accuracy

•Construct and modify Standard Operating Procedures (SOP) for test processes

•Working closely with medical suppliers and distributers ensuring appropriate supply selections for physician office testing environment

•Conducts laboratory training for medical staff in accordance with COLA and SOPs, by instructing, observing and written testing

•Ensures staff CPR status is maintained as current in accordance with AHA Healthcare Provider criteria

•Continual Process improvement of clinic workflow and construction input on new clinic development for laboratory area

•Acts as Safety Officer for clinics ensuring OSHA compliance and training

•Maintain inspection readiness (COLA/CLIA/NCQA)

**MLT/Team Lead - Laboratory Support Specialist** ~ 09/2008 – 7/2012; Children’s Medical Center, Dallas, TX

•Responsible for leading the team for the first shift of Client Services/Lab Support Area

•Technical expert in specimen processing and handling, manipulation of specimens and blood/blood components

•Event Investigation and Resolution/Troubleshooting, QC/QA audits

•Leads others in the performance of customer service duties, interactions via telephone, email or in person

•Pre-analytic functions: Specimen suitability, preparing aliquots and acceptability verification

•Analytic: Performance of waived to high complexity testing and reporting results

•Post-analytic functions: result review, verification, add-ons, specimen storage and retrieval,

•Manual charging and/ or charge reconciliation

•File/Records Management, to include secure document destruction

•Accountability for Quality Control, Turn Around Time monitors and daily Metrics

•Generation of daily and monthly productivity monitors

•Actively promotes a LEAN work culture by ensuring consistent use of LEAN principles and processes (LEAN Culture Award 2010)

•Maintain inspection readiness (CAP, JHACO)

**Ministry Assistant** ~ 10/2007 – Present (PRN); Cornerstone Baptist Church, Dallas, TX

•Volunteer Coordination for community outreach/church activities

•Multiple line telephone: receive, screen and direct incoming calls

•Greet visitors

•Public contact via telephone and in person, for referral to local public assistance

•Construction of documents: to include letters, memos, and spreadsheets

•High volume email and paper mail correspondence

•Duplicate, distribute and file paper correspondence

•Special assignments as designated by church leadership

**Laboratory Assistant II** ~ 08/2007 – 11/2007; (TEMP: All-Medical Personnel) Quest Diagnostics, Irving, TX

•Receive, sort, prep samples, build batches and load instruments for Automated Chemistry testing

•Verify test ordered and specimen suitability/integrity •Generate pending lists and retrieve samples from storage

•Review results and designate repeat testing •Complete specimen storage

•Inventory and Requisition Supplies •Stock laboratory work area

•Manage biohazard waste

**Laboratory Technician/Research Assistant** ~ 3/2006 - 7/2007; Drew Scientific Inc., Dallas, TX

•Research and Develop new test methods for new analyzers (precision, linearity, interference)

•510K protocols used in accordance with FDA standards •Phlebotomy, specimen handling

•Quality Assurance/Quality Control for instrument and reagents •Data manipulation

•Logistics (materials requisition, shipping and receiving [DataWorks] •Instrument maintenance, modification and troubleshooting

•Technical and customer support for existing customer base and demos for potential customers

**Laboratory Technician** ~ 8/2004 - 3/2006; Medical & Surgical Clinic of Irving, Irving, TX

•Lab Technician (generalist), high/moderate complexity, to include phlebotomy

• Quality Control/Assurance of samples, reagents and equipment

•The laboratory departments (and instrumentation) operational in this lab are:

••Chemistry (Selectra XL), Special Chemistry (Access, D-10), Urinalysis (Status, DCA) and Hematology (ACT diff2)

•Manual testing, to include:

••Cell Differential, RBC morphology, Urine Microscopic, Wet and KOH Prep, MONO-Spot, Urine/Serum hCG and RPR card testing

•Patient registration and insurance verification utilizing Centricity

•Specimen collection, handling and processing for in-house and send-out testing (ProPath, Quest, LabOne and LabCorp)

•Maintain inspection readiness (COLA)

**Laboratory Aide** ~ 2/2004 - 8/2004; Dallas County Institute of Forensic Science, Dallas, TX

•Specimen prep for Clinical Toxicology (MS/GC) •Inventory, transport, and distribute samples from autopsies

•Store and retrieve samples/evidence to long term storage •Filing and retrieving case files

•Maintaining secure chain of custody for samples/evidence •Manage, sanitize/disinfect glassware/biohazard

•Requisitioning for Logistics/Supply and inventory for Clinical Toxicology Lab

•Handling evidence and case files in accordance with ASCLD standards

**US Army – Medic 91B/Medical Laboratory Specialist 91KM4/Trainer** ~ 02/1995 - 12/2003; US Army – Medical Service, Active Duty

•War and peace time blood supply for all Armed Forces •Receipt, storage and distribution of blood products

•Management of liquid and frozen blood inventories •Look-back Coordinator (for product recall)

•Training Supervisor for unit (Training NCO) •Unit Safety NCO

•Records Manager/Files Custodian •Logistics/Supply requisition and inventory

•Regulatory agency inspections (FDA, AABB, CAP) •Quality Control/Assurance of samples, reagents and equipment

•Specimen collection, accessioning and processing •Generalist for STAT Lab; to include Blood Bank

•Medical screening for deploying soldiers (to include vaccinations, blood collection, intake physical and HIV surveillance)

•Blood Donor Center Operations (blood unit/product collection, component processing)

•HIV Case Management: collections, testing, interviewing and counseling (history, notification and follow up)

•Collect and process DNA specimens and Legal Blood Alcohol specimens with secure Chain of Custody

•Medical Laboratory Specialist-MLT (52 weeks) •Combat Medic-EMT (12 weeks)

#### Education

5/2000 - 6/2000: US ARMY-Academy for Professional Development, Fort Benning, GA

Diploma - Primary Leadership Development Course

2/1995 - 12/1996: US ARMY-Academy of Health Sciences, Fort Sam Houston, TX

Diploma - Medical Specialist/MEDIC; Medical Laboratory Specialist/MLT

(60-hour certificate program accredited/transcripted by George Washington University, Washington, D.C.)

08/1991-12/1993: Prairie View A&M University, Prairie View, TX; General Education requirements

#### Certifications

• Medical Laboratory Technician MLT(ASCP) • BLS HCP (AHA)

#### Skills

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| MLT Lab Generalist | Case Management | HP Quality Center |
| Trainer | Customer Service | MS Office/Centricity/Cerner/EPIC/SIGMUND |
| Data Entry/Quality Metrics | File/Records Management | Inventory Control/Logistics(Kanban/Dataworks) |

Phlebotomy/Accessioning/Specimen Processing/Set-ups (Microbiology) Safety Monitor/Audits

Regulatory familiarity (OSHA, NCQA, JHACO, FDA, CAP, CLIA, COLA, AABB, ASCLD)