

YVETTE OWUSU

Washington DC-based
yvette.owusu88@gmail.com – (571) 528 6495

Objective:

Results-oriented Technical Quality Specialist with over 11 years of experience and proven track record of implementing robust quality management systems. Skilled in regulatory compliance, risk assessment, and fostering a culture of safety within organizations. Proficient in analyzing workflows, implementing new processes and methodologies, while optimizing operations for enhanced efficiency and quality. Seeking a challenging position to utilize my expertise to contribute to quality and safety.

Education:

Bachelor of Science in Clinical Laboratory Science, Winston Salem State University

Master of Science in Public Health, American Military University

Certifications:

- Certified Medical Laboratory Scientist (MLS ASCP)
- HIPAA Security
- Laboratory Quality Management System
- Associate Project Management
- CompTIA Security + CE
- Certified Scrum Master (CSM)
- Six Sigma black belt (In progress)

Skills:

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|---|--|---------------------------------|
| • Strong problem-solving | • User Acceptance Testing (UAT) BMC Remedy | Assessment Health IT Systems |
| • Analytical skills | • JIRA | • Epic Beaker |
| • Quality Assurance | • Office 365 Tools | • Critical thinking |
| • LIS Testing | • IT Configuration | • Zendesk |
| • Performance Testing | • Analysis Laboratory | • Systems Requirements |
| • Task Tracking | • Collaboration | • Planning Software |
| • System Analysis | • Leadership | • Development Life Cycle (SDLC) |
| • EHR Systems | • Risk Management | • Data Analysis Oracle |
| • Scrum Methodology | • System Integration Test | • Cerner EHRM |
| • Research Analysis | • Security Testing | • Regulatory Compliance |
| • Interpersonal Skills | • EPIC EHRM | • Stakeholder |
| • Communication | • STIG Viewer/STIGS | • Engagement Risk |
| • System testing and Evaluation Automated Testing | • Health Informatics Risk | • Mitigation Planning |

Experience:

Technical Quality Specialist, Kaiser Permanente Mid-Atlantic Region Jan 2022 till date

- Develop and implement quality management systems (QMS) to improve overall operational efficiency and service quality.
- Conduct comprehensive audits and inspections to assess compliance with standards and regulatory requirements.
- Analyze data and trends to identify areas for improvement and develop strategies for corrective action.
- Examine laboratory data related to Turnaround Time (TAT), testing volumes, and patient wait times to identify areas where improvements can be made.

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- Provide training and support to staff on quality assurance processes and safety protocols.
- Collaborate with cross-functional teams to drive continuous improvement initiatives and enhance overall organizational performance.
- Implement principles to streamline processes, reducing waste and improving efficiency.
- Lead investigations into incidents or non-conformities, identify root causes, and implement preventive measures.
- Prepare reports and documentation to communicate findings, recommendations, and progress to stakeholders.
- Develop Standard Operating Procedures (SOPs) and work instructions to standardize processes and improve efficiency.
- Assist in the resolution of member complaints and concerns related to product quality.

Laboratory Supervisor, Jefferson Medical Center, Ranson-West Virginia Jan 2020 till June 2023

- Supervised a team of laboratory technicians, technologists, and phlebotomists, providing leadership, guidance, and performance evaluations.
- Oversaw day-to-day laboratory operations, ensuring timely and accurate testing, specimen processing, and result reporting.
- Performed instrument and new testing method validation.
- Integrated lab instruments and interfaces with LIS to ensure seamless data exchange and interoperability.
- Conducted training programs for laboratory staff on new procedures, instrumentation, and safety protocols.
- Maintained laboratory equipment and supplies, ensuring their proper functioning and availability.
- Managed laboratory inventory and supplies, optimizing procurement processes and reducing waste.
- Developed and implemented laboratory policies and procedures to improve laboratory performance and regulatory compliance.

Lead Medical Technologist Quest Diagnostics Chantilly, Virginia Sep 2018 till Dec 2019

- Maintain records that demonstrate that proficiency testing samples are tested in the same manner as patient specimens.
- Performed validation for new instruments and procedures.
- Follow CLIA, HIPAA, OSHA, and safety guidelines as described in their respective guidelines.
- Adhere to the laboratory's quality control policies, document all quality control activities, instrument and procedural calibrations and all maintenance performed.
- Follow the laboratory's established policies and procedures whenever test systems are not within the laboratory's established acceptable levels of performance.
- Identify problems that may adversely affect test performance or reporting of test results, correct the problems encountered or immediately notify the senior technologist or supervisor.
- Document all corrective actions taken when test systems deviate from the laboratory's established performance specifications.

Laboratory Technical Specialist Inova Medical Center Fairfax, Virginia Jun 2015 till Aug 2018

- Served as both the general and technical specialist for the Chemistry and hematology section of the Core Laboratory.
- Served as an instructor for both theoretical and practical aspects of the hospital's Medical Technology program.

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- Prepared and updated laboratory standard operation procedures (SOP).
- Ensured compliance with CAP regulations through accurate quality control documentation, detailed corrective action reports, and accreditation surveys.
- Performed instrument validations, QC correlations, lot to lot conversion and comparisons.
- Trained and educated staff in the operation and maintenance of the analyzers.
- Performed competency assessment for staff.
- Critically evaluated theories and research and applied the results to solve problems.
- Applied a variety of research methods to assess the validity of data.

Medical Technologist 2 Vidant Medical Center Greenville, NC Aug 2012 till Jun 2015

- Prepare patient specimens as required for laboratory testing.
- Perform laboratory tests to include complete cell count and differential, erythrocyte sedimentation rate, coagulation screens and clotting factor assays, chemical and microscopic analysis of urine and body fluid analysis.
- Monitor test results to assure test quality and validity.
- Communicate critical results in a timely manner.