**Joanne Hickey**

611 Brome Crescent

Orleans, ON K4A 1T9

613.794.9883

[jlhickey@me.com](mailto:jlhickey@me.com)

**WORK RELATED EXPERIENCE**

**Laboratory Attendant 2**

Ottawa Public Health Laboratory / Public Health Ontario March 2001 to Present

* Ensure safe disposal of biohazard materials;
* Provide collection kits and supplies to doctors, laboratories and in-house;
* Responsible for all incoming and outgoing specimens;
* Knowledge on Accpac, and ordering;
* Handle, clean, decontaminate, package, sterilize and distribute glassware;
* Ensure quality control measures;
* Ensure proper function of autoclave;
* Package and redirect specimens to other Public Health Laboratories;
* Provide daily communication with doctors and other health care professionals;
* Staining, labelling and processing gram stains;
* Trained in the following departments: Specimen Reception, HIV, Molecular, Parasitology, Chlamydia, Gonorrhea, C-Diff, COVID-19 testing;
* Data entry; serology and Environmental;
* Support general information technology issues.

**Data Entry / Computer Support**

Ottawa Public Health Laboratory / Public Health Ontario January 1998 to March 2001

* Responsible for local first line troubleshooting and general daily maintenance of the LAN on behalf of the Systems Office in Toronto;
* Responsible for training all data entry personnel; including technologists from Federal Government Laboratory;
* Responsible for entering confidential information on Labyrinth, Laboratory Management System of the Branch;
* Provide daily communication with doctors and other health care professionals.

**EDUCATION**

* Algonquin College – Ottawa, ON 1996

Visual Basic Capital Programming Course

* Sault College of Applied Arts and Technology 1994-1996

Computer Engineering Technology

**ONGOING EDUCATION / CERTIFICATION**

* WHMIS (Annual)
* Transportation of Dangerous Goods (Biennial)