



PRINCIPAL HEALTHCARE SOLUTIONS

Quality. Excellence. Leadership.

Objective

Laboratory Operations Manager, with more than 8 years of management experience, looking to obtain an advanced degree to further my education and career in the healthcare setting.

Professional Background

Operations Manager with more than 10 years' experience, skilled in the newest technology of instrumentation and computer systems. I have managed employees of all ages as a direct supervisor. I have experience in training employees working with new instrumentation. I am very comfortable working with troubleshooting issues as they arise. I have been involved with training of employees and students and have been to instrument training for Hematology, Chemistry and associated middleware. Familiar with making schedules, and dealing with staffing issues. Key member in decision making for laboratory during hospital wide transition to EPIC computer systems. Helped transition as a super user for the LIS as well.

Professional Experience

Operations Manager, Laboratory Services, XXXXX Hospital 2016-Present

- Key Member for EPIC computer system transition in May 2017.
- Member of Optimization Team and Power Team for LIS
- Turnaround times were in the 90th percentile during transition of computer system for the laboratory, Turnaround time has been consistently improving since inception of LIS.
- Assisted XXXXX with closure of Laboratory and transition of work between locations within the company.
- Key role in the laboratory to discontinue testing in Microbiology and transfer to sister hospital, to allow for a significant cost savings to the company.
- Our laboratory became the center of excellence for Immunology/Serology testing saving roughly \$200,000 a year.
- Participated in 2 successful Joint Commission and FDA inspections

Laboratory Manager, XXXXXXXXX Laboratory 2015-Present

- Ensure the laboratory operations are continuous and profitable.
- Work with director and Vice President to bring up new methodologies and test methods to increase our test menu and client base.
- Interview, hire staff, and schedule the lab accordingly to allow for the best throughput and efficiency.
- Work with bench level supervisors to make sure they have the needed tools to ensure efficient work flow.
- Hold regular meetings with Laboratory and upper management.
- Met with vendors and Project Managers to optimize workflow and add new instrumentation.

Laboratory Team Leader, XXXXXXXX

2013-2015

- Established a laboratory and passed all certification inspections.
- Write and maintain SOP's.
- Ensure the laboratory turnaround time is being met consistently.
- Ensure daily operations are continuous, while running a bench.
- Hold weekly meetings about operations with the laboratory staff and also management of each area of the central laboratory.
- Performed review of technical work and validations.
- Completed Quality Control review and key personnel in the CAP program as a site administrator.
- Helped design and validate the laboratory space from an empty room to 18,000 square feet of testing.
- Performed appraisals of staff and counseling as needed.
- Participated in interviews for new positions throughout the lab while also mentoring multiple employees to advance their careers within the company.

Technical Specialist, XXXXXX

2012-2013

- In charge of the laboratory to include; Hematology, Chemistry, Coagulation, Urinalysis and Phlebotomy.
- Set up the laboratory workstations every morning including running QC and performing required maintenance.
- Make sure the laboratory is stocked at all times and order reagents/supplies under a strict budget.
- Perform safety and regulatory audits on a regular basis.
- Review all QC and Calibration reports monthly and write up corrective action reports for any QC failures.
- Routinely troubleshoots instrument issues for all aspects of the laboratory.
- Submit and review QC for all areas of the laboratory. Write up responses for rejected data and troubleshoot QC issues.
- Revise, write new policies and keep current policies up to date.
- Responsible for keeping the laboratory compliant by CAP and JCAHO standards.

Lead Medical Technologist, XXXXXXXX Medical Center

2009-2012

- Dealt with day-to-day issues both in technical and employee related.
- Made the schedule, arranged for paid time off and dealt with staffing issues.
- In charge of Core Lab on 2nd shift and one of two people completely able to perform/cover microbiology department.
- I reviewed QC every month and write up any corrective actions for issues found during this review.
- Entered in CAP results and respond to deficiencies and educational challenges.
- I have helped to develop and implement policies related to Inventory, Chemistry, Hematology and Coagulation.
- Key operator and helped with training for Iris Urine Analyzer, System CA1500, Centaur CP, Siemens Dimension Vista 1500, and Sysmex XE5000.

Medical Technologist, XXXXXXXX Hospital

2007-2009

- Performed testing and communicated results. Began training and advanced to other areas of the laboratory very quickly. I began on day shift and later worked on third shift, with a very minimal crew. I learned very early to multi-task and take on extra tasks.

Accomplishments

- Key personnel in creating and validating the XXXXXXXXX in an 18,000 ft² pharmaceutical testing laboratory.
- Worked with application specialist closely and validated over 70 assays on the Roche Cobas 6000.
- Member of Continuous Innovations Team
- Held roles in the Change Control, Inventory Control and QC Program/Management
- Key in cost savings for XXXXX Hospital, with over \$280,000 annual savings.
- Created and implement new policies
- Active role in CAP inspections/Compliance, key member during sponsor/regulating body audits.
- Interviewed and hired multiple employees within the laboratory to include supervisory and support staff.
- Assisted in testing for conversion from EasyLink to SYNGO middleware and key member for Core Laboratory testing for EPIC Beaker conversion
- Experience with Vista 1500, Dimension RXL, Dimension XPAND Plus, Roche Cobas 6000, Advia 2120i, BCS XP, Centaur XP/CP, DSX Best 2000, DxH 800, AU680 and BioRad Variant instruments

Education

NAACLS Certification, Medical Technology 2008

XXXXXXX Hospital for Children

- Student Representative for Program

Bachelor's Degree, Health Science 2007

University of XXXXXX

Certifications

ASCP – Medical Laboratory Scientist Certification