

Lauren E. Smith, BS, MLS (ASCP)

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Laboratory Technical Expert

Experienced Technical Consultant, highly driven and motivated. Formed with a great deal of experience and success in real world settings working with many eclectic teams to achieve revenue quotas, deliver exceptional customer service, and ensure the upmost quality patient care. Specific experience in hands on laboratory best practices, subject matter expert in diverse areas of lab, ensuring fiscal responsibility, and achieving goals set out by organizations.

Skills & Abilities

- Team Management
- Leadership
- Communication
- Customer Portfolio Expansion
- Customer Experience Liaison
- Account Management
- Team Building
- Mentorship
- Accountability
- Integrity

Experience

LABORATORY TECHNICAL CONSULTING | DECEMBER 2021- PRESENT

- . Assist clientele with oversight of their quality control management program.
- . On site support for CLIA/COLA inspections.
- . Work with IT departments compiling data to integrate LISs, build frameworks, and testing parameters.
- . Liaison between accrediting agencies and laboratories.
- . Drafting of SOP's and IQAP's as needed for specific needs of the customer.
- . Oversight of proficiency testing and compliance of result submissions. Troubleshooting failed proficiencies along with corrective actions to prevent future failures.
- . Cost analysis for providers when seeking new laboratory instrumentation or test menu addition.
- . Staff competency assessments and coaching to develop best lab practices.

CUSTOMER EXPERIENCE LABORATORY SPECIALIST | ORTHO CLINICAL DIAGNOSTICS NOVEMBER 2018- OCTOBER 2021

- . The primary source to aid a customer with any Ortho technical solutions for their laboratory whether it is clinical chemistry or immunohematology. Subject matter expert for all immunoassay and immunohematology testing.
- . Responsible for managing a territory of customers that have Ortho's instrumentation. Frontline support for assay troubleshooting and identify growth opportunities.
 - o Recipient of 100% Club award in 2021 for meeting all sales quotas within a territory.
- . Responsible for compiling statistical data to present to customers upon completion of validations.
- . Primary trainer for all employees that will be in contact with analyzers. Teaching them the aspects of quality control, calibrations, maintenance tasks, troubleshooting, monthly compilations of data, inventory management, and general operations.
- . Ensure that all customers have support during any difficult times that laboratories face in an everchanging environment.

- Utilization of Salesforce for tracking quotas, points of contact, and blue sheet analysis.

LEAD MEDICAL TECHNOLOGIST | NMMC CLINIC SYSTEM| DECEMBER 2014-OCTOBER 2018

- Responsible for overseeing daily operations of the laboratory with my team.
- Experience with Vitros 350, Beckman & Coulter, Sysmex, and Siemens analyzers
- Assuring all Quality Control measures are acceptable before patient testing is performed.
- Compiling monthly Quality Assurance reports
- Laboratory inventory
- Key operator of laboratory instruments
- “Go-To” person for any problems or questions concerning patient testing
- Maintain close working relationships with providers. Communicating all aspects of laboratory testing to assure the best possible care for the patients.
- Ensure that every result produced is of the upmost accuracy and with the best interests of the patients.

NIGHT SHIFT BLOOD BANK TECHNOLOGIST | MERCY MEDICAL CENTER | AUGUST 2014-DECEMBER 2014

- Responsible for ensuring all blood products issued to patients were compatible and acceptable for transfusion.
- Extensive knowledge of procedures and uses for blood products stored in the blood bank.

Education/Certifications

ASSOCIATE OF ARTS | 2009 | ITAWAMBA COMMUNITY COLLEGE

- Major: General Studies

BACHELOR OF SCIENCE | 2013 | UNIVERSITY OF MISSISSIPPI

- Major: Medical Technology
- Related coursework: Co-Author of published paper: Endocrinological studies of Anurans, with Dr. Chris Leary, Ph.D, University of Mississippi, Department of Biological Sciences

NMMC SCHOOL OF MEDICAL TECHNOLOGY | 2014

- Major: Clinical Laboratory Scientist

CLINICAL LABORATORY SCIENTIST | 2014 | AMERICAN SOCIETY OF CLINICAL PATHOLOGIST

- National Board of Certification Accrediting Agency for Clinical Laboratory Scientist Licensure

References Available Upon Request