Monica

Age 30

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**CAREER HIGHLIGHTS**

* DHA eligibility letter holder
* Knowledgeable, practical and success-oriented individual with a proven track record of managing and implementing a diverse range of functions in the medical laboratory and quality assurance field.
* Well vested in accreditation requirements and working in an accredited institution.
* A result oriented, hands-on individual and a company focused leader with goals of increasing operational efficiency.

**CORE COMPETENCIES**

* Method verifications/validations and Quality control
* Equipment maintenance and validations
* Stock and inventory management
* LIS validations and verifications
* QC failure management
* Testing and system protocol development and implementations
* Identification and control of non- conformances
* Trend analysis and reporting
* Conduct risk assessments and preventive reports
* Report writing and dissemination
* Monitoring of Quality Indicators and objectives

**NOTABLE ACHIEVEMENTS AND PROFESSIONAL TRAINING**

**Technical trainings**

•African centre for integrated laboratory training: Course on MTB drug susceptibility testing, Line probe assay and GENE EXPERT, JOHANNESBURG SOUTH AFRICA, 7-18 July 2014 (2 WEEKS).

•Laboratory internship on HIV CD4 and genotyping at Universidad de federal de Sao Paolo, SAO PAULO,BRAZIL 25th february-15th March 2013 (3weeks)

•African centre for integrated laboratory training: Course on detection and identification of MTB, JOHANNESBURG SOUTH AFRICA, 24th September- 5th October 2012 (2 WEEKS).

•Hain genotype MTBDRplus Version 1 test confirming practical competence on the procedure,resulting an interpretation as well as competency and basic maintenance skill on Hain instruments involved, National TB lab, GABORONE BOTSWANA, 24-27 January 2012 (1 week)

•User training of the BD BACTEC MGIT 960,TB LAB, GABORONE BOTSWANA,22 September 2011 (1day)

•TB AFB Smear microscopy, TB Lab, GABORONE BOTSWANA,22-26 November 2012 (1 week)

Quality Assurance Training

* Selected for a 3 week internship programme in Sao Paulo, Brazil for HIV/AIDS study and Quality assurance by the Ministry of Health, Botswana in 2013.
* Appointed Quality Officer for Botswana National Tuberculosis Reference Laboratory in 2014
* **ASLM Quality assurance training**; **Kampala, Uganda**, 31 October 2016-04 November 2016
* Uganda SRL , **Quality Continual Improvement training;** **Kampala, Uganda** 7-11 November 2016
* ISO 15189 Requirements and **Internal Auditing**, **Gaborone Botswana**, July 2015.
* Course on **understanding BOS ISO 15189:2012 standard**, BOBS, **Gaborone Botswana**. August 2014
* **Strengthening Laboratory Management Towards Accreditation** Training of Trainers( TOT) training 11-22 November 2013, Palapye Botswana
* **Quality assurance for laboratory managers** at Medical Research Council, **Pretoria, South Africa**,3rd- 7th June 2013
* **Introduction to Quality Management Systems** on Tuberculosis laboratory at Medical Research Council , Pretoria, South Africa , 26-30 November 2012
* **Course on understanding BOS ISO 15189:2007** standard, BOBS, Gaborone Botswana, 04th-07th September 2012.

**CAREER HISTORY**

1. **PRINCIPAL MEDICAL LABORATORY TECHNICIAN (National Tuberculosis Reference Laboratory, 2010-present)**
2. **Clinical rotations**

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| --- | --- | --- |
| Location | Period | Trained discipline |
| Letsholathebe Memorial Hospital | September 2009 – January 2010 | **Clinical microbiology, Clinical chemistry, Hematology, viral load, serology, CD4 count**. |
| Nyangabwe Referral Hospital | January 2010- March 2010 | **Histology, cytology, blood bank, blood transfusion centre**. |

1. **National Health Laboratory- National TB Reference Laboratory**

o Sample reception and registration

o Fluorescence / aura mine staining and microscopy

o Specimen decontamination and inoculation

o Smear preparations

o Culture and inoculation on solid and liquid media

o Isolates identification including microscopy

o Drug susceptibility testing on solid media and liquid media

o Daily batch Quality control

o media preparation and quality control

o Reagents preparation

o Molecular testing

o Results entry into Lab information system and dispatching

1. **QUALITY OFFICER (National Tuberculosis Reference Laboratory (NTRL), 2014 - Present)**
* Responsible for, implementation and improving the Quality Management System (QMS) according to the requirements of ISO standards and national regulations.
* Perform periodic assessments/internal audits and investigate laboratory quality problems that are identified.
* Apply statistical methods to identify problems and non-conformances monitor ongoing laboratory service performance, and evaluate the effects of corrective action in testing and control systems at NTRL
* Report to the Senior Management on performance of the Quality Management System and any need for improvement
* Remain current on related research guidelines and procedures established by the scientific community, including the World Health Organization, ISO, and other stakeholders.
* Responsible for producing all levels of Quality documents and their control.
* Ensure and monitor preventative maintenance and calibration of all critical equipment
* Monitor customer satisfaction
* Conduct training /advisory services to all customers including Staff.
1. **AUDITOR AND MENTOR (Botswana Institute for Clinical Laboratory Professionals in 2016-2017 (On free-lance basis)**
* Conduct internal audit for hospital laboratories and rubricate reports
* Assist assigned laboratories in closing gaps identified and rubricate reports.
1. **DEPUTY QUALITY OFFICER (National Tuberculosis Reference Laboratory, 2011-2014)**
* Ensure lab testing results are analyzed, reviewed and communicated
* Ensure that there is a training plan for new and current staff on QMS
* Ensure document control
* Ensure that corrective actions are analyzed in collaboration with the affected staff for root cause analysis and reviewed by the management.
* Carry out any other duties as may be assigned by the Quality Officer.
1. **EQUIPMENT OFFICER (National Tuberculosis Reference Laboratory, 2010-2011)**
* Monitoring procurement, use and disposing of boarded equipment in NTRL.
* Maintaining and updating Equipment inventory
* Monitoring necessary laboratory equipment maintenance
* Training of NTRL staff on daily maintenance of laboratory equipment
* Maintaining close communication links with management, heads of sections and Bio-Medical Engineering Services (MEMS) to ensure coordinated actions with regard to laboratory equipment status.
* Overseeing the equipment service and calibration program at NTRL.

**ACADEMIC CREDENTIALS**

* Diploma in Medical Lab Technology (2007-2010), Institute of Health Sciences Botswana

***Computers: Proficient in Windows, MS (Word, Excel, PowerPoint, Outlook)***

**ADDITIONAL PERSONAL DETAILS**

License: **Botswana Driving License**

Nationality: **Botswana**

Notice period: **1 Month**

Visa: **Resident Visa (husband sponsorship)**