

# PRATIKSHA PRAJAPATI

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## SUMMARY

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High performer with a proven ability to establish relationships with clients and customers. Professional customer Service Representative and Laboratory technician with 2+ years of experience. Passionate Customer/clients interaction experience dedicated to sustaining connections and supporting business success.

## SKILLS

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- Able to work in phlebotomy procedures on various veins including hand, cephalic, basilic, and median cubital. Including skilled in capillary puncture and butterfly venipuncture.
- Knowledgeable in serum separating techniques to obtain high-quality serum samples for diagnostic testing.
- Competent in conducting vital sign measurements to assess patient health status and assist in medical evaluations.
- Proficient in performing electrocardiograms (ECGs) to monitor cardiac activity and detect abnormalities.
- Familiar with microbiology specimen collection procedures, ensuring proper handling and preservation for accurate analysis.
- Skilled in blood smear preparation for microscopic examination, including proper staining techniques for cellular analysis.
- Experienced in slide staining methods for histological and cytological specimens, ensuring clear visualization and accurate interpretation of results.
- Excellent in customer service.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

## PROFESSIONAL CERTIFICATE

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Medical Laboratory Professionals Association of Ontario (MLPAO)

## INTERNSHIPS

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### Public Health Ontario

- During my internship at Public Health Ontario as a Medical Laboratory Assistant, I gained hands-on experience in sorting and logging specimen samples, performing high-volume profiling, and streaking microbiology specimens.
- I excelled in conducting rapid tests and preparing media slides and slants in the microbiology department, while also ensuring the sterilization of equipment.
- My internship provided me with comprehensive skills in laboratory operations and a strong foundation in microbiological procedures critical to public health diagnostics.

## **Intrepid Medical & Walk-in Clinic**

- During my internship at Intrepid Hospital, I honed my skills in blood collection, vital signs monitoring, and assisting with nursing duties.
- This experience equipped me with practical knowledge in patient care and healthcare procedures essential for clinical settings.
- I effectively applied my training to support medical teams and ensure the well-being of patients under supervision, contributing to a holistic approach to healthcare delivery.

## **WORK EXPERIENCE**

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### **Lab. Technician (MLT)**

**June-2018 to October-2020**

Crystal Pathology Lab, Surat

- Operate, calibrate, equipment used in quantitative or qualitative analysis, like Microscope, spectrophotometers, calorimeters, flame photometers, or computer-controlled analyzers.
- Set up, clean, and maintain laboratory equipment.
- Conducting Phlebotomy, creating logs for patients and preparing samples for testing and release results while ensuring the confidentiality of patient information.
- Enter data into computer from analysis of medical tests or clinical results such as, Hematological test, Clinical biochemistry tests, Serological tests.
- Collect blood, urine, semen to define the number of cells, their morphology, or their blood group, blood type, or compatibility for transfusion purposes, using microscopic techniques.
- Conducting a wide range of diagnostic and interpretive specimen testing
- Identify and implement new ideas.

### **Team Member**

**May-2022 to Present**

Tim Hortons

- Delivers consistent and outstanding customer service through friendly attitude, attentive behaviors, and strong product knowledge.
- Refers appropriate service and transactional items to a Customer Service Manager as required.
- Maintains a clean work environment.
- Resolve customer complaints, guide them, and provide relevant information.
- Received training to fill roles in other departments to assist when needed.
- Accurately completing duties and completing modular activities all in a safe and clean environment.
- Work as part of a team to strategically plan and execute duties based on workload.

## **EDUCATION**

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### **Medical Laboratory Technician**

**May-2023 to April-2024**

Anderson College of Health, Business and Technology, Toronto, ON

### **Bachelor of Science, Major in Microbiology**

**June-2016 to March-2019**

Veer Narmad South Gujarat University, India

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**PRATI KSHA PRAJAPATI**