
Brenda Mendoza

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Professional Background

Medical Laboratory Assistant/Technician graduate with experience in the medical environment. Strong background in a hospital and a laboratory set up, taught the value of patient care, demonstrate empathy, work with compassion and a non-judgmental attitude and value confidentiality. Strong problem-solving skills, work with a team and independently, be focused, organized, flexible, and adapt to changes.

Highlight of Skills

- Standard First Aid and CPR level C, AED
- Medical terminology
- Microsoft Word, Excel, PowerPoint, and Outlook
- Phlebotomy (straight and butterfly needles)
- WHMIS/TDG
- Vital signs
- Specimen handling and processing
- 12 Lead ECG set-up
- Knowledge of Cytology and Histology sample processing
- Quality assurance and laboratory mathematics
- Blood smears and wrights staining
- ESR and Hematocrit set-up
- Manual ABO typing (forward and reverse)
- Urine reagent strip testing and wet mount preparation
- Sterile Techniques
- Typing speed of 50wpm
- Fluency in English and Filipino

Relevant Experience

MLA/T

- Performed phlebotomies using butterfly and straight needles on children and adults
- Greeted patients and confirmed accuracy of all important patient information prior to drawing blood
- Collected and processed specimens (blood, urine and swabs) according to the protocol and laboratory manual
- Followed appropriate chemical and universal body and blood fluid precaution hygiene
- Maintained sanitary and safe work area
- Maintained laboratory equipment in good working condition by applying quality control measures such as sterilization and greasing to avoid damage.
- Collected, prepared and labeled specimens for delivery
- Customer service
- Addressed customer concerns in a professional and timely manner
- Consulted with clients and scheduled appointments
- Discussed services offered to customers based on individual needs
- Provided first-hand solutions to customers
- Administrative
- Scheduled and confirmed appointments
- Accurately processed financial transactions
- Performed faxing, filing, photocopying

Education

August 2022 – May 2023	Algonquin Career Academy Medical Laboratory Assistant Technician
June 2006 – October 2008	University of Perpetual Help System Laguna, Philippines Bachelor's Degree in Science in Nursing
June 2004 – March 2006	Medical Colleges of Northern Philippines Tuguegarao, Philippines Bachelor's Degree in Science in Nursing

Work History

May 2023	Medical Laboratory Technician (Student Placement) Dynacare, Ottawa, ON
April 2023	Medical Laboratory Technician (Student Placement) Lifelabs Canotek,, Ottawa, ON
September 2019- October 2020	Housekeeping attendant Katasa Company Ottawa, ON
October 2016 – August 2019	Caregiver (Vorhand Family) Montreal, Quebec
August 2009 –February 2010	Quality Control/ Company Nurse Sunnelit Company Laguna
June 2007 – September 2008	Student Nurse (Placement) Laguna/ Manila Hospitals

References available upon request