

HETAVI PANCHAL

MEDICAL LABORATORY TECHNICIAN

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PROFESSIONAL SUMMARY

Certified Medical Laboratory Technician/Assistant with a strong foundation in biology and over a year of hands-on laboratory experience gained through clinical placement, academic training, and toxicology research. Proficient in **phlebotomy, ECG, specimen collection, and processing**, with a strong understanding of **quality assurance, infection control, and regulatory compliance**. Known for precise technique, attention to detail, and a commitment to safe, patient-centered care. Supported by **2+ years of customer service experience**, offering excellent communication and interpersonal skills in both clinical and laboratory environments.

SKILLS

- Phlebotomy and Specimen Collection
- Microsoft office proficiency
- Accurate Data Entry
- Biohazard Safety Protocols
- Quality Assurance and Control
- Laboratory Information Systems (LIS)
- Equipment Maintenance and Calibration
- Hematology analysis
- Electronic Medical Records Management
- Electrocardiogram Proficiency
- Analytical Thinking and Problem-Solving
- Good Laboratory Practices (GLP)
- Oscar Expertise
- Patient Interaction and Communication

LAB WORK EXPERIENCE

Medical Laboratory Technician (Clinical Placement)

04/2024 to 05/2024

Humber Summit Medical Centre – Toronto

- Collected and processed over 100 specimens weekly, achieving 96% accuracy in labeling and documentation to enhance testing within 2 months.
- Maintained and calibrated laboratory equipment, contributing to consistent equipment uptime and operational efficiency.
- Entered patient and test data into the Laboratory Information System (LIS) with 99% accuracy, minimizing data entry errors.
- Followed strict safety protocols and quality control measures, helping reducing testing discrepancies by approximately 25-30%.
- Effectively communicated with patients, contributing to over 95% positive feedback regarding clarity and professionalism during specimen collection.
- Supported the laboratory team in processing high volumes, ensuring timely reporting of 97–98% of routine test results.

Research Fellow (Co-op, Toxicology)

12/2017 to 05/2018

Gujarat University – Ahmedabad

- Evaluated the short-term toxicity of the pesticide Deltamethrin on the gastrointestinal tract tissue, specifically the pancreas and colon, in female mice by assessing metabolic disturbances
- Investigated the ameliorative effects of *Allium sativum* (Garlic) on Deltamethrin-induced toxicity using gravimetric and biochemical parameters

- The study demonstrated that *Allium sativum* has a strong mitigating potential toward Deltamethrin toxicity on certain GI tract tissue
- Conducted experiments following Good Laboratory Practices (GLP) to maintain data accuracy and reliability
- Implemented control methods to validate results, and operated advanced laboratory equipment

OTHER WORK EXPERIENCE

Customer Service Associate 05/2022 to 04/2024

Tim Hortons – Toronto

- Strengthened communication and multitasking skills in a fast-paced environment, ensuring efficiency and attention to detail
- Handled customer complaints professionally, resulting in satisfactory outcomes and positive feedback.

Adhoc Lecturer 06/2018 to 05/2021

Navjivan Science College – Gujarat

- Taught undergraduate students in biology, focusing on key laboratory techniques and scientific principles
- Designed interactive lab sessions and assessments that fostered student engagement and enhanced learning outcomes
- Created a supportive classroom environment, promoting academic growth and critical thinking among students
- Participated in ongoing professional development workshops to stay current on best practices in education and enhance overall teaching effectiveness.

VOLUNTEER

Cambridge Memorial Hospital – Cambridge, ON 04/2025 to Present

Canadian Blood Services – Donor Centre, Waterloo, ON 05/2025 to Present

- Support donor care by assisting with check-in, recovery monitoring, and facilitating a safe, positive donation experience in a clinical setting.

EDUCATION

Diploma in Medical Laboratory Technician 08/2023 to 05/2024

CJ Healthcare College – North York, Toronto

Master of Science in Zoology (WES Evaluated) 06/2016 to 05/2018

Gujarat University – India

- Dissertation: [Amelioration of Deltamethrin Induced Toxicity on Certain GI Tract Tissue of Female Mice]

Bachelor of Science in Zoology (WES Evaluated) 06/2013 to 05/2016

Gujarat University – India

- Completed College-level Coursework: [Computer programming and Utilization, Navjivan Science College, Gujarat]

CERTIFICATIONS AND AFFILIATIONS

MLPAO Certified | CPR & First Aid Certified

Member of Medical Laboratory Professional's Association of Ontario (MLPAO)