

RALPH E. DICKEY

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CLINICAL LAB MANAGER • CLINICAL LAB EQUIPMENT FIELD SERVICE ENGINEER

Accomplished laboratory management professional with over 20 years of experience assuring optimal operations of lab equipment and overseeing clinical laboratory operations in medical, R&D and manufacturing industries. Proven history of success improving testing accuracy, boosting efficiency and securing significant savings through 5s, Lean and Six Sigma process improvements. Demonstrated skill in managing inventory, budget, HR, and all aspects of daily operations.

Clinical Laboratory Supervision • Laboratory Instrumentation • Scheduling & Work Allocation
Quality Control • Inventory Management • Cost Control • Process Improvement
Protocol & New Method Development • Staffing & Management • Budget Oversight • 5s
Lean • Six Sigma Green Belt • Lab Tech Supervision & Training • Student Management & Training

PROFESSIONAL EXPERIENCE

MEDLAB TERRE HAUTE, Terre Haute, Indiana • 2008-2009

Regional independent clinical laboratory serving 250-bed hospital.

Chemistry Manager

Oversaw daily activities of up to 23 Medical Lab and Medical Technicians working over 3 shifts. Directed all department operations including scheduling; call-in updates; quality control reviews by day, week and month; error resolution and reporting. Managed equipment maintenance and ensured optimal operations. Managed Quality Assurance and oversaw SOP writing and updates.

- Transformed struggling department through implementation of lab operating best practices heightening productivity and efficiency.
- Served as technical expert for all functions and instruments department-wide; boosted staff expertise through training and improved documentation.
- Streamlined regulatory compliance through 5s, Lean and Six Sigma training and process improvements.
- Established and enforced improved Standard Operating Procedures leveraging over 10 years of experience in laboratory management.
- Secured over \$200,000 in savings within first 10 months through enhanced inventory processes. Reduced overtime costs 44%, base wages 3.4%, and testing supply costs 10%.
- Established effective channels of communication between staff, shifts and departments through regular meetings and promotion of awareness in current issues and company plans.

QUEST DIAGNOSTICS, ROCKY MTN. BUSINESS UNIT, Denver, Colorado • 2005-2008

Reference testing core lab for national medical testing firm, performing approximately 2 million tests per year.

Automated Chemistry Supervisor

Managed 18-20 techs over 3 shifts operating on 6 separate instrument platforms. Performed quality control reviews, corrections and reporting. Reviewed inventory and oversaw staff scheduling. Applied Six Sigma Green Belt, 5s and Lean best practices to secure demonstrated improvements in quality control review processes.

- Reduced repeat testing from 12% to under 2% through instrument maintenance and performance improvements as well as quality control streamlining.
- Slashed inventory costs resulting in savings of 20% per year.
- Redesigned Standard Operating Procedures to boost performance in preparation for inspections.

AMERICAN RED CROSS, St. Louis, Missouri • 2002-2005

Humanitarian organization supplying emergency response, disaster relief and blood products nationwide.

Quality Control Lab Manager

Served as primary leadership force for quality control, inventory management, scheduling and personnel management. Delivered paperwork for release of products for shipping and transfusion.

- Secured improvements in performance, efficiency and cost control through evaluation and introduction of quality control material and instrumentation improvements.

SIGMA DIAGNOSTICS, St. Louis, Missouri • 1995-2002

Biochemical and diagnostic products developer for hospitals and laboratories nationwide.

Systems Scientist (2000-2002)

Oversaw internal and external reagent application development and problem resolution through analysis of calibration, QC and correlation data. Traveled extensively to evaluate instrumentation purchases and improve reagent development processes in collaboration with industry leaders. Negotiated contracts and protocols for vendors. Assembled, analyzed FDA presentation data.

- Played key role in developing and reviewing release of new internal and OEM products.

Technical Service Representative (1995-2000)

Provided skilled customer service and problem resolution for chemistry and coagulation reagents, calibrations and controls on instruments. Delivered on-site conversions and customer training on use of products and analyzers. Provided extensive expertise spanning usage of 41 chemistry and coagulation manual and automated analyzers. Leveraged and interpreted quality control for customer service.

- Traveled extensively to undergo specialized training in advanced analyzer use to improve customer training practices.

EDUCATION

Bachelor of Science in Medical Technology

Eastern Illinois University, Charleston, Illinois

Associate of Science in Pre-Med

Lincoln Land College, Springfield, Illinois

Burnham City Hospital, Champaign, Illinois: Medical Technology Internship

CERTIFICATION

Registered Medical Technologist – #MT 146656

PROFESSIONAL MEMBERSHIP

American Society of Clinical Pathologists (ASCP) – Member ID# MT-146656

PROFESSIONAL DEVELOPMENT

Six Sigma Green Belt Training • Instrument Use & Maintenance: Abbott, Bayer, Johnson & Johnson

PUBLICATION

“Whole Blood Drug Screening Using Basic Extraction & NPD Detection”
Journal of Toxicology, March 1990