

Ranee Rasmussen

Quality Assurance Assistant - Office for Compliance, Mayo Clinic

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Meticulous worker, excellent at juggling multiple tasks and working under pressure. Adapts quickly to changes and possesses strong time-management skills. Many years of customer service experience.

WORK EXPERIENCE

Quality Assurance Assistant

Office for Compliance, Mayo Clinic - Rochester, MN - August 2011 to August 2014

Coordinated the effort to submit all tests that were available to external clients to the State of New York in a 4 month period.

Restructured the test submission process to the Department of Health in New York State for the Department of Laboratory Medicine and Pathology (DLMP) to meet updated New York State regulations.

Increased the number of DLMP tests that were approved by New York State.

Coordinate test submissions to New York State on behalf of DLMP.

Create New York State test submission metrics for DLMP Executive Leadership.

Communicate with Consultants, Laboratory Staff and Regulatory Management the status of New York State test submissions.

Communicate with New York State to ensure compliance with their regulations.

Write and review Standard Operating Procedures.

Conduct audits of the New York State information in the Laboratory Test Catalog to ensure accuracy.

Review and submit applications for Consultants to obtain/maintain Certificate of Qualification from the State of New York.

Assist the Transportation department at the Superior Drive Support Center with interpreting shipping regulations from the Department of Transportation and the International Air Transport Association.

Review Design, Development and Verification plans from the Test Life Cycle Process for regulatory risks.

Experience

Quality Assurance Assistant

Department of Laboratory Medicine and Pathology, Mayo Clinic - Rochester, MN - April 2006 to August 2011

Coordinated Proficiency Testing for all laboratories in the Department of Laboratory Medicine and Pathology (DLMP).

Corresponded with numerous Regulatory Agencies to ensure compliance with proficiency testing regulations.

Created and implemented training with the Education group.

Participated in creating an electronic system to capture proficiency testing errors.

Inspired, developed and implemented an Assistant role to assist the Safety Coordinator in safety audits for the DLMP.

Facilitated the creation of test menus for all laboratories in the DLMP.

Experience

Educational Support Specialist Lead

Mayo Collaborative Services Inc - Rochester, MN - August 2004 to April 2006

Designed and managed a weekly schedule for trainers.

Maintained the Paid Time Off (PTO) calendar for trainers.
Interviewed candidates for trainer positions.
Revised training documents.
Participated in implementing an aliquot process.
Implemented and communicated changes in Standard Operating Procedures to Laboratory Assistants.
Trained Laboratory Assistants.
Documented and communicated Laboratory Assistant accessioning errors.
Experience

Laboratory Assistant

Mayo Collaborative Services Inc - Rochester, MN - June 2004 to August 2004

Followed several Standard Operating Procedures to correctly accession specimens.
Assessed and administered special instructions in the accessioning system.
Identified errors with specimens and triaged to leads for follow-up with clients.

EDUCATION

BBA in Management

American InterContinental University
2008

ADDITIONAL INFORMATION

Skills

- Proficient in Microsoft Outlook, Word, Excel, PowerPoint, Visio & Adobe
- Experience with Microsoft Access and Project
- Silver Mayo Quality Fellow (equivalent to a Six Sigma Yellow/Green belt)
- Excellent communication skills
- Customer service-oriented
- Works well under pressure
- Skilled at multi-tasking
- Excellent problem-solving skills
- Detail-oriented
- Type 75 WPM with 97% accuracy
- 10-key: 11400 key strokes per hour