

Raymond Baillou

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PROFESSIONAL OBJECTIVE:

To provide inspection, quality management auditing, and consultation, inclusive of assessment, training and document creation, in which these service products are geared towards the quality assurance of laboratories, healthcare facilities and other businesses to meet the requirements for certification and/or accreditation, while providing consumer confidence in the region.

WORK EXPERIENCE:

Medical Technologist

08/2004 – 11/2007

Saint Joseph's Hospital, Exempla Healthcare

Denver, CO

- Alternate Supervisor – Immediate Response
 - Provide oversight and coordination of operational activities
 - Monitor, assess and respond to customer needs and/or complaints
 - Perform and document quality control and quality assurance
 - Recognize and solve problems or determine alternative solutions
 - Assist in training and orientation of new employees and students
- Member of the Hospital's Process Improvement Committee

Lead Medical Technologist

11/2007 – 01/2009

Operations Manager

01/2009 – 11/2010

Saint Joseph's Regional Healthcare Center

Bryan, TX

- Responsible for overseeing the day-to-day operations of the Laboratory in accordance with the hospital and department policies and standards
- Play a lead role in the Laboratory's strategic and tactical planning processes, implementing initiatives focused on enhanced performance, workflow redesign, and a culture of excellence in the quality and delivery of services
- Serve as a resource for problem solving and troubleshooting
- Manage human resources to promote positive employee relations
- Communicate effectively organizational and industrial information to staff
- Member of the Laboratory Quality and Process Improvement Committee
 - Developed the laboratory's program of an interdepartmental collaboration (Emergency Room, Imaging) for the hospital to become a Certified Primary Stroke Center, 2010
 - Silver Plus Quality Achievement Award, 2016 (American Heart/Stroke Association)

Medical Technologist

06/2011 – current

Doctors Hospital (Joint Commission International (JCI) accredited)

Nassau, Bahamas

- Interpret, report, and correlate test results with the patient's diagnosis.
- Perform, record, and evaluate quality control and routine troubleshooting.
- Member of the Hospital's Service Excellence Team (SET) - New Employee Orientation

Technical Manager

11/2015 - current

QALS Partners

Nassau, Bahamas

- Perform assessment and document creation for clinical laboratories
- Provide audit services in compliance with international standards

LICENSURE:

The Commonwealth of the Bahamas Health Professions Council (HPC), Registered

- Medical Technologist, Registration Number 8.192

CERTIFICATION:

Medical Laboratory Scientist, MLS (ASCP), Certification Number 218539

- MLS^{CM}, Certification Maintenance Program, Enlisted 2004 - current

Six Sigma Black Belt (CSSBB), Certification Number 2342384

- ExpertRating Certified Professionals, 2009

Certified Quality Auditor (CQA), ASQ Membership Number 65533941

- American Society of Quality (ASQ), in progress

TRAINING:

Six Sigma Green Belt (CSSGB) – Healthcare, Villanova University, 2008

Lean Six Sigma (CLLSS), Villanova University, 2009

Laboratory Accreditation Program (LAP) Inspection Team Member, College of American Pathologists (CAP), 2016 – current

ISO 15189:2012 Medical Laboratories – Quality and Competence, (LQMS-SIP)

ISO 17025:2005 Testing and Calibration Laboratories – Quality and Competence

ISO 17020:2012 Conformity Assessment – Competence of Inspection Bodies, American Association for Laboratory Accreditation (A2LA), 2016

SERVICE:

Bahamas Bureau of Standards and Quality (BBSQ)

- Vice Chairperson, Technical Committee for Conformity Assessment (formerly Laboratories), 2016 – current
- Technical Secretary, Technical Committee for Management Systems, 2017 – current

EDUCATION:

Masters of Business Administration, emphasis in Healthcare Management

- Colorado Technical University (CTU) 01/2006 – 03/2007
- Graduate School of Health Care Management Colorado Springs, CO
- Business Administration Certificate

Bachelor of Science in Medical Technology

- University of Nebraska Medical Center (UNMC) 06/2003 – 05/2004
- College of Medicine Omaha, NE
- American Society for Clinical Pathology (ASCP) National Student Award, 2004

Bachelor of Science in Molecular Biology

- University of Nebraska at Kearney (UNK) 01/1999 – 05/2003
- College of Natural and Social Sciences Kearney, NE
- Biomedical Research Infrastructure Network (BRIN) Scholar, 2002 – 2003