



Passion for meeting healthcare goals...

Excellent Communicator | Organized & Efficient | Solid Work Ethic

MEDICAL DEVICE REPROCESSING TECHNICIAN LEAD – Local Hospital

- **Certified Medical Device Reprocessing Technician** with experience in decontamination, reprocessing, and preparation of reusable medical/surgical equipment, specialty supplies, instrumentation, procedures, and surgical trays in leading hospitals.
- **Leverages manual dexterity, leadership, and technical skills** to provide high-quality service to benefit patients, healthcare teams, and the community. Consistently adheres to regulatory health/safety standards to ensure 100% compliance.
- **Strong interpersonal/communication skills and sound judgment** honed through customer service expertise. Confidently follows instructions with minimal supervision, carefully lifting heavy items and handling various cleaning agents and materials.



Barbara is a very eager and conscientious student. She is able to follow instructions and execute tasks at hand. Barb is a great asset to the team! – Preceptor, Performance Review, St. Peter's Hospital,

Core Competencies

- Medical Device Reprocessing
- Instrument Sterilization
- Inventory Management/Control
- Patient Care | Nursing
- Budgeting | Analytical Reporting
- Infection Control
- Best Health & Safety Practices
- Team Leadership/Coaching
- Strategic Communications
- Endoscopy | Phlebotomy
- Surgical Instrumentation Procedures
- Risk Management & Compliance (CSA)
- Relationship Building
- Customer Service Excellence
- Health/Safety Inspections | WHMIS | OHS

Awards & Recognitions

Completed Medical Device Reprocessing Technician Program with 82% GPA 
Partner of the Quarter Award, The Coffee Place — Consistent Team Leadership Excellence & Exceeding Targets

Education & Credentials

Medical Device Reprocessing Certificate Program – Sheridan College, Oakville, ON, 2016–2017

Relevant Courses: Medical Device Reprocessing | MDR Principles & Practices 1, 2, 3 | MDR Laboratory Experience
Clinical Experience | **Final Presentation:** Decontamination | **Final GPA: 82%**

Field Placement: St. Peter's Hospital, Hamilton, ON | 8/2017 | Earned all 5/5 ratings | 160 hours completed

Phlebotomy Certificate of Achievement – National Career Academy, Mississauga, ON, 2014

Impress Customer Service Certificate – The Center for Skills Development and Training, Burlington, ON, 2012

Nursing Diploma – Medical School, Manchester, UK | Completed 5 Nursing Placements, 1994–1998

Courses: Anatomy, Maths & Sciences, Patient Care/Vitals, Neurology, Surgery, Internal Medicine, Paediatrics, Gynaecology, Epidemics/Disease Interventions, Vaccines/Immunizations, Infection Control, Treating Common Illnesses

Internship: General Hospital, UK, 1998–1999

Worked with healthcare team to meet patients' needs in various hospital units: surgery, internal medicine, and paediatrics.

Career Narrative & Impact

HAMILTON GENERAL HOSPITAL, Hamilton, ON

2017 to Present

MEDICAL DEVICE REPROCESSING TECHNICIAN (Hamilton General Hospital, Juravinski Hospital, West Lincoln Hospitals)

Hired on-call to perform washing/cleaning, assembly, wrapping, sterilization, storage, supply, and distribution of instruments and equipment. Conduct scope reprocessing for patient care and service areas within rotated schedules. Support healthcare teams on 3 hospital sites, ensuring highest sterility standards for delivered instrumentation and supplies consistent with approved infection control guidelines and reprocessing standards. Input, monitor, and update records.

Foster compliance, quality, and efficiency — promoting highest health/safety standards to meet patient care goals.

- **Prioritized tasks while quickly adapting to changing environments and maintaining superior quality standards.**

- **Proactively drove new concepts/processes for improvement with healthcare team.**
- **Met set guidelines** by clearly communicating with Operations Room when conducting sterilization process.

SHIFT SUPERVISOR | BARISTA – THE COFFEE PLACE, Burlington, ON 2015 to 2017

Promoted from barista to shift supervisor within 5 months. Oversaw team of 5 baristas to meet 37 units/hour target while driving business growth and cost reduction for fast-paced coffeehouse. Managed and responded to customer orders, sales sampling, budgeting, and cleanup while enforcing food hygiene regulations and health/safety compliance. Serviced 700–800+ daily customers' food/beverage needs while promoting a welcoming team atmosphere.

Awarded Partner of Quarter — surpassed set quality assurance targets. Promoted 100% health/safety compliance.

- **Achieved outstanding results in Quality Assurance Standards Audit**, meeting ALL PDP goals.
- **Optimized customer service** by responsibly maintaining inventory (FIFO) and coaching staff on best practices.

BARISTA / SALES ASSOCIATE – COFFEE CULTURE, Burlington, ON 2013 to 2015

Led store openings and closings. Served and processed customer orders for popular Canadian coffee specialty retailer.

Drove customer retention by promoting brand, offering hospitable service and building rapport with customers.

- **Achieved customer satisfaction**, identifying customers on a first-name basis and serving preferred food choices.
- **Grew business** through upselling to customers various food and beverage products and championing robust team performance to meet customer service and sales targets.
- **Enforced strict compliance, driving best hygiene practices and health/safety regulations.**

MANAGER | BARISTA | SALES ASSOCIATE – WILLIAM'S COFFEE HUB, Oakville, ON 2012 to 2013

Promoted from barista to full-time manager within 3 months. Supported ~8 team members and coordinated activities, including scheduling. Maintained sales, repairs, and inventory. Prepared progress reports for head office and store owner.

Transformed a disorganized store to a revenue-generating business through visual product merchandising.

- **Accelerated team performance** by retraining and coaching team members and sharing product knowledge.
- **Elevated customer retention, productivity, and promoted team collaboration** by upselling diverse, in-demand food/beverage choices and motivating staff to maintain outstanding service targets.

FRONT DESK SERVICE REPRESENTATIVE – CAM'S AUTOMOTIVE SHOP, Oakville, ON 2011 to 2012

Greeted customers, identified customers' needs, and responded to phone inquiries for local automotive service and repair provider. Processed orders and managed administration and appointment setting in a time-efficient manner.

Optimized operations and service quality while responding to timely customer requests.

- **Established respected customer alliances.** Fostered positive customer service experience while addressing gaps.

ASSISTANT MANAGER / SALES ASSOCIATE – SUPER FOOTWEAR BRANDS, Manchester, UK 2002 to 2011

Hired to increase revenue for footwear company. Managed and expanded store operations into 2 stores by exceeding service targets. Generated and analyzed business reports to track store sales performance. Supervised 4 staff members.

Developed a winning sales team and grew sales by impressive amounts.

- **Expanded sales by at least 40%** through skillfully managing orders and tracking inventory.
- **Met customers' retail needs and goals** by utilizing empowering customer service/sales strategies. Featured high-value products and employed an integrity-based approach with team and customers.



Barb is an incredibly valuable member of the team. She always anticipates customer and partner needs and is always willing to go above and beyond. – Store Manager, The Coffee Place

Languages & Interests

Fluent in: English, Italian, Greek, French | **Interests:** Swimming, Running, Basketball, Reading

Barbara needed a stand-out résumé to position herself for a career transition to a higher-level, full-time Medical Device Reprocessing Technician Lead role in a reputed hospital. She is currently working on an on-call basis as a Medical Device Reprocessing Technician. Barbara has a strong customer service and team lead background in hospitality, retail, and service industries.

Barbara's unique value proposition is her excellent manual dexterity in handling instrumentation, previous nursing experience, and firm knowledge of medical terminology. Her strong customer service skills and ability to handle multiple responsibilities while ensuring total accuracy and compliance are consistently featured.

The résumé utilizes an empowering design, formatting, and mechanics. It draws upon her marketable skills: team leadership, solid work ethic and organizational skills, as well as customer service excellence — all valuable assets in the Medical Device Reprocessing Technician Lead role. Core competencies are all relevant to the role applied for. Her résumé is keyword-optimized. Her awards and recognitions are highlighted as well as her education — both present and past, as relevant to her distinct career focus showing a solid commitment to achieving excellence.

At the top, the employer can see the qualities that represent her brand and her values: passion for meeting healthcare goals. For example: **“Excellent Communicator | Organized & Efficient | Solid Work Ethic”**

The testimonials allow the employer to visually “see” her performance attributes and strengths. Her achievements are effectively positioned and accentuated by leading first with results/metrics, thus, linking her expertise and skills with her industry and career focus.

With Barbara's recent success in earning her Medical Device Reprocessing Technician certificate and her recent on-call experience gained with a leading hospital, she is on track to move forward into a rewarding full-time role.

Any possible obstacles have been addressed.

The résumé ends with another impressive testimonial along with her diverse hobby/fitness interests and fluency in multiple languages — all assets to succeeding in this challenging role as Medical Device Reprocessing Technician Lead.

The client was very pleased with the outcome. She is being considered for full-time opportunities.