CURRICULUM VITAE

PHARES OKOTH OTIENO

Medical Laboratory Technologist (KMLTTB & ASCPi certified)
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Professional Summary

Adaptable and results-driven Medical Laboratory Technologist with seven years of experience in diagnostic testing, laboratory quality assurance, and laboratory operations. Proven track record in implementing ISO 15189 standards, conducting internal audits, and enhancing service delivery in hospitals and community settings. Resilient team partner and mentor, with a commitment to advancing public health through precision diagnostics, ethical service delivery, compassionate care and continuous improvement.

Core Skills

- **Diagnostic Testing Expertise:**
  - Skilled in hematology, biochemistry, microbiology, immunology, and immunohematology techniques.
- **Quality Assurance & Internal Auditing:**
  - ISO 15189 implementation & internal audits (ISO 19011), ensuring adherence to high-quality laboratory standards in practice.
  - Seamless experience of working in ISO certified laboratories.
- **Laboratory Operations:**
  - Workflow optimization, SOP development, equipment calibration, Lean and Six Sigma application.
- **Team Leadership & Professional Development:**
  - Staff mentorship, CME facilitation and protocol enforcement.
- **Advanced Laboratory Equipment Handling:**
  - Competent in operating Abbott Cell-Dyn Ruby, Liaison XL immune-analyzer, Cobas 411, BD Bactec FX40/M50, Bio-Rad blood bank analyzer and Cepheid Gene Xpert machine.
- **Data analysis:**
  - Expertise in analyzing laboratory data using the six-sigma approach and key performance indicators to optimize workflows and improve diagnostic accuracy.
  - Experience in using LIMS such as Hospedia, Medicentre and LIMSOFT.

Professional Experience

Lwala Community Alliance, Migori County
Laboratory Technologist and Quality Assurance Officer: September 2025-Present

- Lead the implementation of ISO 15189:2022 standards and internal audits.
- Lead quality improvement initiatives, using such tools as Lean & Six Sigma analytics, to enhance efficiency and reduce waste.
- Develop, update policies, procedures, documentation, and maintain quality management systems and standard operating procedures (SOPs) to ensure compliance with international standards.
- Conduct regular audits and inspections to ensure compliance with internal and external quality standards (ISO 15189-2022, GLP, etc.).

- Train laboratory personnel on quality assurance practices and procedures.
- Stay updated on industry standards and best practices in laboratory quality management.
- Assist in the preparation for regulatory inspections and accreditation assessments.

Tenwek Hospital, Bomet, Kenya
Laboratory Technologist and Quality Assurance Officer: January 2024 – August 2025

- Led Quality Assurance protocols aligned with ISO 15189 requirements that supported accreditation retention.
- Implemented advanced diagnostic assays and process controls across hematology, biochemistry, immunology, microbiology, and immunohematology.
- Spearheaded adoption of lean principles, resulting in improved TATs and 12% bump in customer satisfaction.
- Drove continuous quality improvement using Six Sigma methodologies and data analytics.
- Managed equipment calibrations, verifications, and troubleshooting activities.

St. Joseph's Mission Hospital, Migori, Kenya
Laboratory Technologist & Quality Assurance Officer: January 2020 – December 2023

- Led internal audits, ensuring compliance with ISO 15189 requirements, hence sustained the laboratory's accreditation status for three sequential years.
- Managed laboratory staff training programs (CMEs), enhancing personnel efficiency and 100% adherence to the established quality protocols.
- Improved the laboratory's operational efficiency through optimized workflows which translated into a 17% improvement in customer satisfaction.
- Directed quality improvement project on EQAs leading to higher diagnostic accuracy and result reliability by 20%.
- Participated in collecting, packaging and preparing biological specimens while keenly following standard operating procedures (SOPs) thus eliminating pre-analytical errors.
- Conducted diagnostic tests in biochemistry, hematology, parasitology, microbiology, serology and parasitology sections.

Migori County Referral Hospital Laboratory, Kenya
Laboratory Intern: October 2018 – December 2018

- Assisted in confirmatory testing procedures and pathology reporting eventually improving the diagnostic accuracy.
- Developed case-based reviews which enhanced diagnostic confidence among peers.
- Attended trainings on lab safety, diagnostic ethics, and reporting standards, enhancing both technical and professional competencies.

Education Background

Level	Institution	Qualification	Year
University	University of Nairobi - Kenya	BSc. Medical Laboratory Science & Technology	2015 - 2019
Secondary	Homa Bay High School - Kenya	KCSE – Grade A	2011 - 2014
Primary	Rodi-Kopany Primary School - Kenya	KCPE – Grade B plus	2002 - 2010

Certifications & Trainings

- **ISO 15189:2022 Implementation Training**, Ranqual Consulting Group(September 2025)
- **Laboratory Operations and Management**, Bio Ventures for Global Health/AAI (March 2025).
- **Quality Improvement and Management course**, Coursera (April 2025).
- **ISO 15189 & ISO 19011 Internal Auditing and implementation**, (September 2019).
- **Root Cause Analysis and Corrective Action Training**, (September 2025).
- **ASCPi MLS certification**, American Society for Clinical Pathology (March 2025).
- **Malaria Microscopy Training**, (November 2020).
- **Biosafety & Biosecurity Training**, (July 2022).
- **Soft skills training**, (April 2025).

Membership to professional bodies

- Kenya Medical Laboratory Technologists & Technicians Board (KMLTTB)
- American Society for Clinical Pathology (ASCP)

Languages

- English – Fluent
- Kiswahili – Fluent
- Dholuo - Native

Referees

- Available on request.