**Colleen Jacklich**

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# OBJECTIVE

Leverage my medical experience to grow revenue and improve customer service for an organization in the Health Care industry.

# PROFESSIONAL EXPERIENCE

**GENERAL ELECTRIC COMPANY** April 2020 - Present

## Biomedical Technician 1

* Evaluate, diagnose, and perform repair and planned maintenance on all hospital biomedical equipment
* Responsible for the support, maintenance and repair of Alaris 8015 and 8100, Cadd Solis, and Baxter Sigma Spectrum infusion pumps
* Medical facilities include: Lake Forest Hospital, Central DuPage Hospital, Delnor Hospital, Kishwaukee Hospital, Little Company of Mary Hospital, Silver Cross Hospital

**STRYKER CORPORATION** February 2019 - April 2020

## OnSite Specialist -Endoscopy Division

* Provided training and guidance to surgeons and other O.R. personnel using Stryker equipment during surgery and clinical exercises
* Responsible for troubleshooting and maintaining Stryker Endoscopy equipment and other related devices during surgical procedures
* Coordinated repair process for all equipment that became damaged in the field
* Recorded and reported data metrics related to all specific job functions on a monthly basis

**AUTISM HOME SUPPORT SERVICES**  July 2018 - July 2019

## Behavioral Technician

* Utilized Applied Behavior Analysis principles to improve behavioral issues of autistic clients
* Developed positive behavioral skills through the use of programs created by a boardcertified behavior analyst
* Collected data to be used by BCBA supervisor

**HEALTHTRACK SPORTS WELLNESS** September 2017 - February 2019

## Customer Service Agent

* Responsible for member satisfaction, sales and communication
* Trained new employees in regard to the operations of the service desk • Experience with Point of Sale and CSI systems used by the facility

EDUCATION December 2018

## Aurora University

* Bachelor of Sciences: Health Science
* Minors: Physiology & Psychology