

Olivia Chen

Water Quality Technician

Water quality technician with a B.S. in environmental science and 2 years of utility and environmental lab work, now collecting 120 distribution samples a month. Runs bacteriological testing under EPA methods, keeps chain of custody and LIMS records audit-ready, and passes every QA/QC check with careful attention to detail.

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EXPERIENCE

Water Quality Technician

05/2025 - Present

Hillsborough Bay Utilities

Tampa, FL

Water utility serving 310,000 customers from 2 treatment plants.

- Collect 120 distribution samples a month for total coliform, chlorine residual and lead and copper.
- Run bacteriological testing, turbidity and pH under EPA methods, passing all QA/QC checks in 2025 audits.
- Record 2,500 results a month in LIMS and maintain chain of custody records for state lab audits.
- Respond to 20 customer water quality complaints a month, testing at the tap and explaining results.

Environmental Lab Intern

01/2024 - 04/2025

Gulf Coast Analytical Labs

Tampa, FL

State-certified environmental testing lab (part-time during school).

- Prepared 300 sample bottles a week and logged chain of custody for client shipments.
- Ran nutrient tests on a spectrophotometer for 40 stormwater samples a week.
- Calibrated pH and conductivity meters each morning and recorded checks in Excel.
- Filed 15 client reports a week after the lab manager signed off on the data.



SKILLS

Water Quality Sampling
Bacteriological Testing
EPA Methods
Chain of Custody
LIMS
QA/QC
Spectrophotometer
Excel
Attention to Detail



EDUCATION

Bachelor of Science

05/2025

University of South Florida

Tampa, FL

Environmental Science and Policy



CERTIFICATES

Level 3 Water Distribution System Operator

2026

Florida Department of Environmental Protection