Charissa Hollister

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I am seeking a career focused on implementation, development/improvement of computer systems (such as LabWare LIMS), and data processing. Leveraging my 16 years of biotechnology background, to build an intuitive and harmonized user experience for data interpretation without sacrificing quality. I will be earning a certificate in full stack web development and programming from the University of Central Florida in September, with newly developed skills in JavaScript, MySql, MongoDB, REST and React.js to aid with my new direction. I am known for being innovative, a problem solver, and I am passionate about coding.

With each new project, my aim is to improve the quality and efficiency without losing data integrity for an ideal user experience. In my most recent project I applied aspects of Visual Basic, Crystal Reports, LIMS BASIC, and Excel macro development. Working with an internal team and software consultants I led to gather user requirements, develop, validate, and implement an updated data processing method utilizing the software program LabWare LIMS. Since 2014 I have been in charge of all aspects of our local LIMS including implementation, validation, configurations, development of spreadsheets/subroutines, reviewing sql queries, updating user workflows, and day-to-day admin duties. I'm excited to bring my skill set into a fast-paced, quality-driven team to build better data processing experiences.

Training

- Advanced Configuration using LIMS Basic-2019
- LabWare Reporting-2019
- Introduction to SQL (Continued Education)-2019
- Introduction to Programming (Continued Education)-2019
- ISO 13485:2012 & ISO 9001 Internal Auditing Certification-2018
- ISO 13485:2003 Internal Auditing Certification-2016
- Principles of Successful Project Management-2015
- Laboratory Info Management System Admin I (LabWare)-2013
- FDA Compliance/Audit expectation training- 2013
- Microsoft works Excel (Continued Education)-2011
- LifeScience Alley Statistics-2011
- Lean Manufacturing-2011
- LIAISON® XL in Italy-2009
- Design Of Experiments Stats-2008

Education

University of Wisconsin-Madison — **Madison, WI**
Bachelors of Science- Biology
Graduated June 2006

University of Central Florida — **Orlando, FL**
UCF Coding Boot Camp - Web Development
Certification September 2022

Skills

- ➢ **Working with LabWare LMS, ELN, NWA, and Crystal Reports for 8+ years**
- ➢ **Working in a highly regulated medical manufacturing environment for 16 years**
- ➢ **Learning Full Stack Web Development with certification from UCF currently**
- ➢ **Assay development plus transfer of products and technologies for 6 years**
- ➢ **Validation, Implementation, and Project Management for 10 years**
- ➢ **Cross-functional and inter-site Global teams for 16 years**

    - Labware® LMS configuration v6 and v7 - Expert
    - Laboratory QC and GMP - Expert
    - Software qualification and validation - Expert
    - Microsoft Excel with Macros - Expert
    - LMS development using LIMS Basic programming language - Advanced
    - Labware® LMS implementation - Advanced
    - Product/process validation - Advanced
    - Lean manufacturing and process harmonization - Advanced
    - Project Management (Gantt, GitHub, Microsoft Project) - Advanced
    - LabWare LMS reporting using Crystal Reports - Proficient
    - mySQL and Oracle database queries - Proficient
    - Internal Quality Auditing (ISO13485 & Part 11) - Proficient
    - API integration (web, server-side, third-party) - Intermediate
    - Javascript - Intermediate
    - ReactJS, HTML, CSS, DOM, Node.JS, OOP, Express, SQL, ORM, MVC, noSQL, PWA, MERN, Global State - Learning Presently

Work Experience

Diasorin - Stillwater, MN

Senior Software Admin & Implementation Specialist September 2020- present

- Establishment of User Requirements for new systems or functionalities
- Use Labware® LIMS Basic programming, Crystal Reports®, ELN, R, and others to customize functionalities and spreadsheets
- Implement upgrade to version 7
- Write/execute validations for configurations and updates in LIMS
- Stay abreast of any changes to the quality assurance or quality control processes and assess the potential impact to in-use softwares
- Senior Admin duties of software utilized by the Quality Control
- Create and revise new functionalities, especially with Labware® LIMS v7, and facilitate any changes with Corporate Admins
- Troubleshoot, including leading the effort to ensure that software is repaired or alternative options are created to alleviate any issues
- Subject matter expert, software & labeling, for inter-department projects
- Work with Product Transfer and QC teams to review any proposed changes for compatibility with the programs in use

LIMS & Software I Specialist **January 2017-September 2020**

- Started implementation in 2013 prior to title change
- Facilitate implementation of software utilized by the Quality Control testing and release personnel, including implementation of Labware LIMS version 6
- Admin duties for all softwares used by the QC testing group
- Modify Crystal Reports and visual workflows within LIMS
- Communicate needs and new functionalities between sites
- Audit and summarize the impact of software upgrades or changes to a regulated environment with risk assessments
- Communicate the needs and functionality of software, especially Labware® LIMS v6, to the management and IT departments for upgrades, validations, and audits
- Write procedures for and train end-users
- Trouble-shoot software issues as top priority to keep manufacturing on schedule

Product Support Scientist III, II, I, & Tech **August 2006-January 2017**

- Following GMP (good manufacturing practices) in a laboratory setting to ensure product is built and tested accurately and in compliance with all documentation, the quality policy, and regulations for an FDA and ISO regulated facility
- Analyze and troubleshoot data and work with multiple departments and management teams to ensure performance and customer goals are met. Evaluating the potential causes and risks for any inconsistencies, then determining and following a plan of action to guarantee work is done to a high standard of quality
- Implementation/validation of new technologies and assays, including traveling to learn them, management of the validation process, management of tight project timelines, as well as training manufacturing

Achievements

Received high levels of praise during all performance evaluations. Considered a go-to person within the company for both knowledge and ability to coordinate with others on inter-departmental projects. Chosen to lead many projects demonstrating the company's trust in my ability to manage, prioritize, work independently, and guide others.

The ideal company is an organization that has good communication between management and its employees, allowing for advancement of employees within the company both through title changes and through job variability. A place that is looking for an excellent multitasker who enjoys doing a variety of work while taking the time to still do a thorough and exceptional job will benefit from having me join their team.