MOLLY DONOVAN

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PROFESSIONAL SUMMARY

Results-focused and analytical professional with hands-on experience in conducting accurate data analysis, while maintaining compliance with organizational policies and standards. Skilled at conducting in-depth research and gathering/evaluating valuable information to create excellent reports. Capable of administrating tests as well as implementing best practices to operate system in efficient manner. Excel at leading and training diverse teams, steering high-value projects, and delivering excellent customer services. Articulate communicator with ability to maintain healthy relationships at all levels of management.

AREAS OF EXPERTISE

- Data Research & Analysis
- SQL & Databases Management
- Quality Assurance
- Reporting & Documentation
- Complex Problem Resolution
- Team Leadership & Training
- Customer Services & Support
- Regulatory Compliance
- Project Management

PROFESSIONAL EXPERIENCE

IDEXX Laboratories, North Grafton, MA 2019 – Present
Lab Specialist II l R&D Manager

Lead and support team of seven members to establish effective on-boarding and training plans to enhance hiring processes and professional skills of candidates. Identify and resolve complex workflow issues by administrating SQL Snowflake and Amazon AWS solutions to drive process efficiency. Coordinate R&D department to restructure approaches by conducting in-depth research and analysis. Utilize data tools such as Python, SAS, and SAP Business Intelligence to gather and evaluate data in accurate manner.

- Directed and guided team to develop and merchandise products and increase company's effectiveness.
- Recognized as one of best medical companies in diagnosing diseases by implementing robust veterinary practices as well as providing highest quality and most advanced testing technology.
- Executed successful key projects and implemented best practices to set business goals in timely manner.
- Received organizational excellence award by delivering remarkable services.

Telefluent Anderson Windows, Northborough, MA 2019 – 2023
Junior Data Analyst

Established payroll software transition system to perform day-to-day tasks and increase organization effectiveness. Reassembled and created complete previous payroll reports by leveraging IBA analytics.

- Maximized bonus payments of 85 sales representatives on weekly basis by creating excel based payroll processing system.
- Optimized accurate and timely payment of weekly commissions by modifying and steering payroll sales bonus process.
- Attained complete employee's satisfaction and enhance company efficiency by adopting robust strategies, addressing/resolving complex issues, minimizing errors, and validating transaction of commissions to sales management.
- Spearheaded and coached diverse teams by delivering excellent training sessions and tracking staff performance through demonstration of top-notch leadership and communication skills.

IDEXX Laboratories, North Grafton, MA   **2017 – 2019**
Senior Associates IV

Headed multiple projects to improve shipping procedures, minimize errors, and enhance trackability of shipments. Established employee skills matrix to assess performance/capabilities essential to complete new research projects. Monitored sample location and determined quantity by initiating biospecimen inventory storage, retrieval, and disposal database deploying barcode system.

- Collaborated with IT department to optimize software transition systems.
- Led team of three employees and improved service standards by delivering excellent training sessions.

Embedded R&D Technical Operations Assistant   **2014 – 2017**

Established and maintained processing workbooks and optimizing data bases to increase company's efficiency. Identified and planned changes in compliance with project demands to achieve goals within set timelines. Managed, hired, and coached new staff to enhance skills by developing comprehensive employee training program. Ensured adherence of protocols, regulatory guidelines, and complete study objectives by formulating standard operational procedures. Administered day-to-day collection tasks, such as overseeing, gathering, and assessing data. Recognized and resolved issues by preparing query reports along with database locks for multiple studies. Performed quality control audits to ensure quality of products.

- Improved overall team performance, while directing, guiding, and coaching new staff members.
- Executed successful key projects and optimized several workflow processes through exhibition of communication skills.
- Accomplished company objectives and administered personnel tasks by leading and mentoring staff.
- Collaborated with colleagues to prepare innovative query systems and facilitate patients by leveraging knowledge regarding processes to achieve customer satisfaction.

ADDITIONAL EXPERIENCE

Veterinary Receptionist, Tufts University, Walpole, MA

Specimen Processing Technician, IDEXX Laboratories, Grafton, MA

Veterinary Assistant/Receptionist, Banfield Pet Hospital, Cambridge, MA

Accounting Clerk, RockTenn, Mansfield, MA

EDUCATION & CREDENTIALS

Master of Science in Computer Science, Data Science Concentration (Expected 2024)
Fitchburg State University, Fitchburg, MA

Bachelor of Science in Computer Science (2023)
University of Massachusetts Lowell, Lowell, MA

Bachelor of Science in Biology (2015)
Mount Ida College, Newton, MA

TECHNICAL PROFICIENCIES

Microsoft Office Suite | Microsoft Word - Microsoft Excel - Microsoft PowerPoint