

Alex Kio  
(850) 264-1927  
me@alexxio.com

## EDUCATION

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| <b>University of Florida, Gainesville, FL</b>   | 2009 |
| <ul style="list-style-type: none"><li>• B.A., Political Science; Minor in African Studies</li><li>• Concentration in data collection and analysis. (Qualitative Methods, Research Methods, Categorical Data Analysis)</li></ul> |      |

## EXPERIENCE

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| <b>Manager of Operations, Endocrinology</b><br><i>University of Florida Department of Pathology, Gainesville, FL</i>   | 2014-2016, 2017-Current |
| <ul style="list-style-type: none"><li>• Responsible for the daily operations of the UFHPL UF Diabetes Central Laboratory in the Department of Pathology in compliance with Good Laboratory Practices (GLP). These responsibilities include all processes required to receive, triage, route and report services of the contracted research organizations</li><li>• Specific workflow responsibilities involve daily database maintenance; connectivity and data transfer with sponsor data systems</li><li>• Responsible for the organized archival and distribution of all samples contained within the specimen repository</li><li>• I assist in process development, and provide training and supervision to all non-technical staff. Established SOPs, procedure manuals, and conducted routine quality-control audits</li></ul> |                         |
| <b>Laboratory Support Specialist</b><br><i>Rocky Mountain Labs, Denver, CO</i>   | 2016-2017               |
| <ul style="list-style-type: none"><li>• Oversaw Client Services, Courier Services, Billing, and IT departments</li><li>• Customized Vtiger Customer Relationship Management (CRM) software in order to provide inventory management, scheduling, invoicing, logging customer and marketing touchpoints, and email marketing</li><li>• Created mobile-responsive and https secure company website</li><li>• Deployed a locally-hosted PBX telephony system</li></ul>  |                         |
| <b>Customer Service Representative, Client Services</b><br><i>University of Florida Department of Pathology, Gainesville, FL</i>   | 2013-2014               |
| <ul style="list-style-type: none"><li>• Maintained robust patient Electronic Medical Records (EMRs) by logging chain of custody events, ordering documents, and other information as necessary</li><li>• Utilized Salesforce CRM software to document client interactions</li><li>• Coordinated with third-parties in order to complete case reviews</li></ul>   |                         |
| <b>General Manager</b><br><i>Super Cool Bike Shop, Gainesville, FL</i>   | 2010-2013               |
| <ul style="list-style-type: none"><li>• Created SOPs and trained highly rated staff</li><li>• Drove staff to provide a positive, holistic experience to our customers</li><li>• Managed accounts payable, payroll, purchasing and receiving, inventory audits, etc.</li><li>• Increased inventory turnover while decreasing cost of labor as a percentage of revenue after statistically analyzing sales trends and employing targeted scheduling</li></ul>  |                         |
| <b>General Store Manager</b><br><i>The Pantry, Inc., Gainesville, FL</i>   | 2009-2010               |
| <ul style="list-style-type: none"><li>• Oversaw all hiring, training, scheduling, purchasing and receiving</li></ul>   |                         |

## PROFICIENCIES & CERTIFICATIONS

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**Proficiencies:** Microsoft SharePoint, QuickBooks, Adobe Creative Suite, Microsoft Office Suite, PBX, Vtiger CRM  
**Certificate:** Supervisory Challenge, University of Florida

## REFERENCES

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<b>Dave Pittman</b> , University of Florida, Dept. of Pathology, Administrator	(352) 627-2054
<b>Rick Hardin</b> , University of Florida, Dept. of Pathology, Client Services Manager	(352) 281-0570
<b>Ian Knabe</b> , Super Cool Bike Shop, General Manager	(352) 278-5867