

Carolyn Lim

CONTACT

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EDUCATION

MBA

UCLA, Anderson School of Management

ISO 13485: Lead Auditor

Medical Device Quality Management Systems

Product Management

Immersive Program
Product School

Software Engineering Program

Hackbright

BS in Biological Science

UC Davis

SKILLS

- Product Operations
- Smartsheet, MS Excel
- Google Sheets, Docs
- JIRA, Trello
- MS Powerpoint
- Tableau, Spotfire
- Python, SQL, HTML
- Google Analytics

EXPERIENCE

Program Manager

Juul Labs | San Francisco | 2019 - present

- Manage global cross-functional teams of over 50 engineers, designers, analysts and project managers from prototype to mass production in a stage gate, product development environment
- Gather stakeholder requirements and manage deliverables, schedules, risks and resources by utilizing Smartsheets, Jira and Microsoft Project Management tools
- Use Business Intelligence tools to publish reports and track progress for quality engineering validation
- Used “voice of customer” feedback to develop roadmaps for quality manufacturing, reducing defects by 15%
- Developed Quality Evaluation Report and Supplier Walkthrough Checklist for supplier selection process

Program Manager

Gilead Sciences | Foster City | 2012 - 2019

- Collaborated with customers and global cross-functional teams (Engineering, Finance, Operations, Marketing) to create compliant product commercialization and supply strategy for product lifecycle
- Applied data analysis (Spotfire, Tableau) to generate reports for stakeholder endorsement on product strategy
- Worked with engineers to build web applications to conduct trend analysis on quality and delivery metrics which resulted in 35% increase to outsource delivery performance
- Performed opportunity assessment with target users to develop use cases, establish KPIs and design business cutover plan to launch Gilead’s Product Lifecycle Management system

Production Coordinator

Impax Labs | Hayward | 2009-2012

- Wrote and maintained Standard Operating Procedures for production equipment and planning processes
- Developed and spearheaded strategy plan for inventory reconciliation and SOX compliance metrics
- Implemented system compliance program to improve audit trails in adherence to federal regulations