

Carolyn Lim

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Professional Experience

Juul Labs | Program Manager

Jul 2019 – present

Collaborate with suppliers and engineers to implement quality system for new product introduction (NPI)

- 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 for NPI program by utilizing Smartsheets, Jira and Microsoft Project Management tools
- Publish executive reports using Business Intelligence tools to lead Validation Program for supplier adherence to ISO 14644-1 standards for Cleanroom and Environmental Monitoring
- Used “voice of customer” feedback to develop roadmaps for quality manufacturing, reducing defects by 15%
- Developed Quality Engineering Evaluation Report and Walkthrough Checklist for supplier selection process

Gilead Sciences | Program Manager

Jul 2012 – Jun 2019

Partnered with customers, business associates, engineers and sales to develop global product plan and strategy

- 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

Impax Laboratories | Production Coordinator

Jun 2009 – Apr 2012

Planned and implemented manufacturing procedures in accordance with FDA compliance measures

- 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

Projects

Gilead Companion | Product Manager

Application that provides information to help patients better understand their illness and available medications

- Conducted research on Hepatitis and learned of the frustrations of those undiagnosed and seeking treatment
- Researched patient stories and interviewed Hepatitis patients to create user stories and target personas
- Mocked a design sprint to create the product’s wireframes modeled after product requirement document

Link: [Gilead Companion](#)

Education and Certifications

UCLA Anderson School of Management | M.B.A. with concentration in Health Technology

ISO 13485: Lead Auditor Certification | Medical Device Quality Management Systems

Product School | Product Management Certificate

Hackbright Academy | Software Engineering Immersive Program (SQL, Python, HTML)

University of California Davis | BS in Biological Sciences