Carolyn Lim

CONTACT

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EDUCATION

Master's in Data Science
UC Berkeley, School of Information

MBA
UCLA, Anderson School of Management

ISO 13485: Lead Auditor
Medical Device Quality Management Systems

Product Management Immersive Program
Product School

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, Device Wearable Safety

Google | San Francisco | 2020 - present

- Manage internal and external materials and product qualification tests
- Develop analytical chemistry testing plan (ICP/MS, GC/MS, LC/MS) for materials
- Gather stakeholder requirements and manage deliverables, schedules, risks and resources by utilizing Smartsheets, Jira and Microsoft Project Management tools
- Drive communication with cross functional teams (research, engineering, and operations) and contract manufacturers to mitigate qualification risks.

Program Manager, Quality Engineering

Juul Labs | San Francisco | 2019 - 2020

- Managed 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
- Used 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, Quality Supply Chain

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