

Professional Experience

Juul Labs | Program Manager

Jul 2019 – present

Collaborate with suppliers and engineers to implement quality system for new product introduction and expansion

- Lead Cleanroom Validation Program to ensure supplier adherence to FDA Guidance for Aseptic Processing
- Develop and streamline quality processes for contract sites to improve manufacturing quality and scalability

Accomplishments

- Implemented walkthrough checklist and evaluation report for supplier quality assessments

Gilead Sciences | Network Strategy Analyst / Program Manager

Jul 2012 – Jun 2019

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

- Collaborate with customers and global cross-functional teams (Engineering, Finance, Operations, Marketing) to create compliant product commercialization and supply strategy for product lifecycle
- Apply data analysis (Spotfire, Tableau) to generate reports for stakeholder endorsement on product strategy

Accomplishments

- 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

Hackbright Academy | Software Engineer Intern

Apr 2016 – Jul 2016

Developed skills in Python, SQL, HTML, CSS, Git and other technologies

- Completed weekly challenges and gained experience in front end development, APIs and UI/UX design

Accomplishments

- Engineered a Python application that helps users determine their wedding invite list

Link: https://github.com/carolynlim/My_Wedding_Planner

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

Accomplishments

- 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: <https://medium.com/@cllim1214/gilead-companion-36efb11343fb#.fs4bdrc1a>

Education and Certifications

UCLA Anderson School of Management | M.B.A. Candidate

British Standards Institution | ISO 13485: 2016 Lead Auditor (TPECS)

Product School | Immersive Software Product Management Program

University of California Davis | BS in Biological Sciences