

# Carolyn Lim

San Francisco | 650-888-0452 | [cclim1214@gmail.com](mailto:cclim1214@gmail.com)  
Website: <https://carolynlim.github.io> | LinkedIn: [linkedin.com/in/limcarolyn](https://www.linkedin.com/in/limcarolyn)

## 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
- Implemented walkthrough checklist and evaluation report for supplier quality assessments
- Work with cross functional partners to plan and schedule project deliverables, documentation, goals, and milestones for complex programs and/or multiple projects
- Create strategies for risk mitigation and contingency planning of assigned projects

### Gilead Sciences | 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
- 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: <https://medium.com/@cclim1214/gilead-companion-36efb11343fb#.fs4bdrc1a>

## 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