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# JANNA GREENE

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## Professional Overview

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I am an ambitious student who has completed coursework in biology and chemistry. I possess strong interpersonal skills and a desire for a career in biological technology am a detail-oriented student with strong technical skills and the ability to learn concepts quickly. I enjoy working with others in both assisting them in completing their tasks or helping to improve the overall functioning of the work place. I am energetic when it comes to working and am able to adapt to any work environment. I am deadline-drive but conscientious of the precision required when working in the lab.

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## Summary of Skills

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|-----------------------------------|-------------------------------------|
| DNA isolation                     | Preparation of medium               |
| Microbiological techniques        | Gram Staining                       |
| • Titration                       | • Identification through PCR method |
| • Isolation of bacterial colonies | • Biochemical tests                 |
| • Skilled in data analysis        | • Isolation of bacteria body        |
| • Operating Autoclave             | • Streaking plates                  |
| • Preparation of reagents         | • DNA extraction                    |
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## Education

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<b>Bachelor of Science: Liberal Studies Math &amp; Sciences</b>	<b>2013</b>
West Chester University of Pennsylvania	West Chester, Pa, United States
Minor in biology	
Minor in Spanish	
Member of Biology Club	
Radley Run Scholarship Recipient	
• Courses include: Pathogenic Microbiology, Microbiology, Organic Chemistry I, Cellular Physiology, and Genetics.	

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<b>Bachelor of Science: Biology</b>	
Indiana University of Pennsylvania	Indiana, Pa, United States

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## Professional Experience

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**Laboratory Technician Intern**  
**07/2013 Bethlehem, PA**

### BioSample Solutions

- Proven ability in analysis, scientific theories, and procedures.
- Experience collecting and studying data from various biological sources.
- Quickly and accurately learn and perform complicated tasks.
- Understanding of the differences between research within biotechnology and academic research.
- Stringently followed lab protocols, sanitation standards and testing procedures.
- Extraction of DNA from multiple biological samples.

**Assistant Group Supervisor**

**07/2010**

## **West Chester Area Daycare Center**

**West Chester, PA**

Employed a variety of materials for children to explore and manipulate in learning activities and imaginative play.  
Disciplined children and recommended other measures to correct behavior.  
Carefully monitored children's play activities.  
Offered detailed daily reports that outlined each child's activities.  
Incorporated music and art activities to encourage creativity and expression.  
Maintained daily records of activities, behaviors, meals and naps.  
Carefully identified warning signs of emotional and developmental problems in children.  
Escorted children on outings and trips to local parks and zoos.  
Upheld all CPR and Pennsylvania regulated certifications.  
Sparked creativity and imagination by helping children discover new things each day.

### **Customer Service Ferrandino & Son**

**10/2011 to 03/2012  
Pottstown, PA**

Made reasonable procedure exceptions to accommodate unusual customer requests.  
Provided accurate and appropriate information in response to customer inquiries.  
Demonstrated mastery of customer service call script within specified timeframes.  
Addressed customer service inquiries in a timely and accurate fashion.  
Maintained up-to-date records at all times.  
Developed effective relationships with all call center departments through clear communication.  
Properly directed inbound calls in phone queues to improve call flow.

### **Customer Service Kmart**

**05/2008 to 07/2010  
West Chester, PA**

Processed an average of 200 transactions each day in a timely manner.  
Answered customers' questions and addressed problems and complaints in person and via phone.  
Opened and closed the store, which included counting cash drawers.  
Helped customers select products that best fit their personal needs.  
Educated customers on product and service offerings.  
Kept the showroom clean and maintained neat, orderly product displays.  
Built customer confidence by actively listening to their concerns and giving appropriate feedback.  
Cross-trained and provided back-up for other customer service representatives when needed.  
Worked under strict deadlines and responded to service requests and emergency call-outs.

### **Cashier Acme Markets**

**03/2004 to 07/2007  
West Chester, Pa**

Executed cash transactions quickly and accurately.  
Greeted all customers.  
Delegated tasks to team members to optimize productivity.  
Handled products and equipment in accordance with safety and sanitation guidelines.  
Conducted price checks for cashiers and service clerks.  
Safely used knives, scales, wrappers, compactors, garbage disposals, and pallet jack and hand trucks.  
Checked out customers and bagged items quickly.  
Praised by management for being a fast and efficient worker, requiring little supervision.  
Served shoppers in a prompt, courteous and friendly manner.

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### **Fellowships and Awards**

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#### **Radley Run Scholarship**

Received 2009 for writing a Essay explaining how Botany will be used in my future career.

#### **Spellman Humanitarian Award**

Received 2007 for the formation of Girls Supporting Girls, a club when youth can go to discuss issues such as body

Image issues, bullying, trouble at home.

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### **Memberships and Affiliations**

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#### **National Society of Black Engineers (NSBE)**

President 2006-2007

#### **Girls Supporting Girls**

Co-Founder 2005-2007

#### **West Chester University Biology Club**

Member 2009-2013