

CHRISTOPHER WONG

SAN DIEGO, CA

760-960-9254

chrisewong@gmail.com

www.linkedin.com/in/christopher-e-wong

EXPERIENCE

ABBOTT – Technical Support Specialist

May 2019 – July 2019 Contract

- Submit Customer complaints using Salesforce dashboard
- Comply with Transportation Security Administration background check
- Complete cases in compliant with FDA regulations
- Communicate effective troubleshooting

DIRECT DERMATOLOGY – Administrative Associate

September 2015 – May 2019

- Process patient information directly to Dermatologist for evaluation
 - Provide patient results and medications
 - Track status of all projects and related documentation
 - Helped Improve Company App with formatting webpage to ensure proper documentation
 - Ability to multitask answering phones, submitting documents while scheduling patients.
 - Ensuring proper insurance verification and prior authorizations.
- Provided training/guidance to promote positive team collaboration

BIOLEGEND – Quality Assurance Administrator

MARCH 2017 – October 2017

- Manage Document Change Records
 - Auditing and analyzing of processes
 - Submission of documents following ISO regulations and company standards
- Contact Management to complete Quality documents

TANDEM DIABETES CARE – Quality Control Administrator

SEPTEMBER 2013 – AUGUST 2015

- Worked with upper management to improve department processes
- Collaborated with Senior Software Engineers to assure Website proficiency
- Submission of Complaint documents following FDA guidelines
- Assisted with Federal and State Audits

EDUCATION - Cleveland Chiropractic College, Los Angeles – B.S. Biology: Human Anatomy & Physiology, 2004-2008

SKILLS

- Microsoft Office Suite
(Excel, Word, PowerPoint, Project, Outlook)
- CRM System
- GoToMeeting, Skype, WebEx
- HTML5, Javascript, CSS, ReactJS, NodeJS, MySQL, JQuery, MongoDB

LANGUAGE

English
Spanish

INTEREST

Investment – Actively Manage Stock