Christine James

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# Objective

I seek to leverage my deep passion for technology, rich professional experience and skills mentoring young talented adults in an academic setting teaching as an adjunct professor at Cairn University.

# Experience

## Senior director, user experience, R&D enterprise solutions & therapeutic areas | Glaxosmithkline Pharmaceutical | 2014 -present

* I currently have three main accountabilities as a senior director. The GSK R&D organization is approximately 15k employees consisting of scientists and physicians and are predominately located in UK and Philadelphia region with several thousand people in countries throughout the world. This exciting population make up my customer group.
* First, my team is accountable for establishing the long-term strategy for how we can apply the most novel technology to our main disease areas (Respiratory, Oncology & HIV) to improve the health of the patients that take GSK medicines. We use an agile method of software deployments to quickly test the validity of our hypothesis to determine if we are moving in a beneficial direction.
* Secondly, my team is accountable for ensuring that the ~25 deployments of enterprise wide technology solutions that are engineered each year are optimally engineered and delivered to the 15k R&D staff, spanning various counties, are designed and delivered in a way that is optimal and does not disrupt the science.
* Thirdly, my team is accountable for evolving methodologies to ensure the user experience (UX) of the >500 software programs that are used by the R&D scientists, physicians and external healthcare provides are well integrated and easy to use. This is a massive undertaking as most of these programs run on out of date technology platforms and use old software.
* Lastly, as part of the most senior leadership team in R&D Tech, along with my 5 peers, I am accountable to set our strategic Tech direction, manage a budget of >300M, oversee an organization of 350 internal staff split between US, UK, India and Poland with another 800+ external workers based in India performing software development activities. We do this while ensuring we adhere to the strict federal regulation, local to each country, that is applied to Pharma companies who discovery and develop medicines for humans.

## Senior director, Therapeutic areas | Glaxosmithkline Pharmaceutical | 2009 -2014

* Main focus was on working with our portfolio of 20+ promising drugs and the physicians leading those large complex, internal teams to establish how technology could benefit those programs of work and carefully and systemically implement tools to novice users without disrupting important scientific work or putting the patients of our medicines at risk.

## IT Program director collaboration tools | Glaxosmithkline Pharmaceutical | 2004 -2008

* Being an international company made up of deep knowledge workers, GSK lacked robust tools and capability to collaborate seamlessly across different countries and so much of the science was becoming siloed and GSK was losing opportunities to share scientific learnings. I lead a large program of work to establish a set of tools that R&D could begin to use to help them overcome their collaboration challenges. These tools were immature at the time as industry was just heading in this direction. This gave me the unique opportunity to work with vendors to help shape what their tools should look like prior to them being purchased by large software companies and being integrated into bigger tool sets.

## Chief of staff, Chief information officier | Glaxosmithkline Pharmaceutical| 2001 -2003

* At the time, SmithKline Beecham and GlaxoWellcome merged, I was asked to take a position a Chief of Staff to our newly appointed CIO. The CIO oversaw an IT organization of 8k+ staff and I worked closely with him to first design and establish a robust leadership team then to establish processes to run such a large, diverse organization. I did this for two years and once the processes were well established and on their way to being effectively embedded into the organization, I moved away from what was becoming an operational role.

## IT Project director | Smithkline beecham Pharmaceutical| 1997 -2000

* I spearheaded work with the FDA to allow Smithkline Beecham to deliver our very large drug submissions in electronic format eliminating the need for a tractor trailer worth of paper to be delivered for each submission. I worked with the FDA engineers to establish a process, have it approved by the federal agency and trained physicians on how to use the tool. This required many trips to Washington, DC and was very rewarding. I thoroughly enjoyed turning this over to a skilled set of staff who were trained on how to execute this process and optimize it over time.

## computer Engineer | Smithkline beecham Pharmaceutical| 1993 -1996

* This was about the time that personal computing at an enterprise wide scale was exploding and I saw the challenges that SmithKline Beecham faced being a large, international, British-owned/headquartered pharmaceutical company and I eagerly jumped in to help design how we could engineer solutions that enabled seamless, cross-Atlantic collaboration.

## computer programmer | Smithkline beecham Pharmaceutical| 1991 -1993

* After joining SmithKline right after college graduation, I immediately saw the value in how technology could be leveraged to help the scientists discover and develop drugs that could change human health. I development many pieces of software for our scientists with increasing levels of complexity.

# Education

## Bachelor of computer science |1991 | LaSalle university

* Magna cum laude

# Skills & Abilities

## leadership

* I have many years of experience that started with managing small international teams operating as a Senior Director, reporting to both a CIO and currently an SVP directing the work of large complex international teams, programs of work and organizations.

## international

* I have spent my entire career working at a very large, British owned, international company. I have had organizations with staff members in UK, France, Italy, China and India. I have delicately navigated cultural differences with great ease as it just takes a small bit of emotional awareness and a lot of openness. All the GSK business transactions are done with the British Pound (£) and using the British-English language. This has become so second nature to me that I can no longer hear the British accent or recognize the British phrases. I have thoroughly enjoyed working in an international setting as it taught me so much.

# Personal Interests

* Attend Calvary Chapel of Philadelphia and volunteer with Special Needs children. I have two daughters that graduated from Calvary Christian Academy and currently commute to Cairn University as I am a strong supporter of Christian Education.
* I have been married for 25 years and my favorite times are when I am relaxing with my family, worshiping the Lord and studying His word.