

**Name:** Khushbu Shah

**Profession:** Chemist

**Role:** Technical Product complaints, Associate II at BiogenIddec

**Product Knowledge:** Excellent

**Litigation Knowledge:** Fair

**Computer Skills:** Excellent with Web Technologies

**Bio:**

- Formulation process development  
Writing sop's and protocols; IQ,OQ,PQ,DQ
- Validation ,Commissioning & Qualification of Equipments
- Total Organic Carbon determination of water and soil
- Knowledge of cGLP and GMP
- Experience and knowledge of Titration, Spectrophotometer, PH meter, HPLC, visual inspection, separation techniques, flourometer, colorimeter
- Using tools like CAPA, FMEA to Analyze Risk assessments
- Experience in using innovative software MINITAB for Validation &
- Creating design of space (DOE) related to pharmaceutical industry
- HPLC and the method development for HPLC
- UV Visible spectroscopy
- Basket and paddle type dissolution apparatus
- Experience with formulated products such as emulsions, ointments, toothpastes, suspensions, lotions, creams.

**Goals:**

- Being able to easily search for adverse events database by company name and product.

**Frustration:**

- System returning too much data and having to shift through immense data
- Don't have the necessary time to perform quantitative research on the product complaints

**Ideal Work Flow:**

- Being able to define queries and save them as most of her queries are repetitive in nature