

Julia Williams

laboratory staff

Malvern, PA - Email me on Indeed: [indeed.com/r/Julia-Williams/effec9b01f0f2635](https://www.indeed.com/r/Julia-Williams/effec9b01f0f2635)

WORK EXPERIENCE

laboratory staff

Indevin New Zealand - February 2014 to May 2014

Responsible for a multitude of chemical tests on the grape juice as it moved through the stages of wine production. Tests included but were not limited to; acidity, sugar levels, sulfites, tartaric acid, filterability, alcohol content, volatile acidity, brix and specific gravity.

Compliance and Dispatch Coordinator

Riversun Nursery Limited - Gisborne, NZ - 2008 to 2012

Sales/Marketing Role: The primary responsibility for this role is to help clients determine which variety and clone of grape and rootstock best suits their particular growing situation and desired end product. It is important to maintain good client relationships as the majority of clients will return in the future, assuage client's worries when problems do arise and maintain a positive attitude in all situations. I was also responsible for updates to the company website, proofreading of material before publication and preparation of documents for the marketing team.

Compliance/Auditing Role: Responsible for maintaining and where possible, building upon, the company's multiple compliance systems and standards and to manage a smooth flow of information throughout the company. This position was also responsible for all internal auditing within Riversun and Linnaeus Laboratory. Additional auditing staff was eventually added.

Additional duties: Research for importation and exportation regulations, assistance to Linnaeus Laboratory for importation of various materials, communications with and reporting to MAF (MPI), ELISA sample preparation (cane & leaf). I also assisted nursery or field staff with potting, collection of grafting material, budburst & verason data collection, grape picking and various other jobs.

Document and Data Controller

Riversun Nursery - Gisborne, New Zealand - 2007 to 2008

- Duties include: to update, proofread, format to branding guidelines and distribute all Standard Operating Procedure Manuals (SOPs) to the associated departments within Riversun Nursery and Linnaeus Laboratory.
- Ensure the SOP goes through the entire sign-off chain of management and all final versions are numbered, dated and distributed to staff in each department, and old versions are archived.
- Issue amendments to SOPs when problems arise throughout the season and a change is made to the manual. This involves the creation of a Set Point document, describing the issue and the solution; and ensuring the documents are effectively communicated to staff members for retraining.
- Creation and amendment of forms used by each department and the Quality Control department to ensure procedures are being maintained to Riversun, New Zealand Winegrowers, ANA and MAF quarantine standards and to ensure the traceability of the product.
- Maintenance of the database used for staff to locate and print forms.
- Data collector/distributor for the Non-conformance reports and Non-Standard Product reports which are part of the Hazard and Critical Control Point process control system used at Riversun Nursery.

- First line of help with IT problems. Involves troubleshooting problems with computers, printers, faxes, scanners, network cables, connectivity, and user training on all aforementioned equipment. Staff would contact me with problem and I would attempt to fix the issue, if the issue was something I did not know how to fix or did not have the capability to, I would then contact our technical help desk or outsource to local computer company and be the point of contact for them in fixing the problem.
- Minute taker and data logger for the Technical Team. Travel with Technical Team on the weekly "tour" of each process; enter data in communication matrix, ensuring a team member is assigned to each task and that they follow through on an outcome.
- Receptionist coverage for 2 hours daily.
- Auditing of procedures and processes to the Hazard and Critical Control Point process control system in place at Riversun. Involves viewing the procedure, creating an audit report, reporting outcome of findings to the manager of the department, issuing NCR or NSP if required and follow-up audits to determine that any issues found have since been resolved.
- Maintain database of all library material (i.e. incoming books, magazines, journals and brochures) logged with title, date, volume and author's name; all important articles scanned onto computer for employees.
- Updates to company web sites using basic HTML commands, added/removed job postings and articles.

Administrative Assistant

IBM Corporation - Tucson, AZ - 2004 to 2006

- Schedule meetings, domestic and international conference calls, web seminars, video conferences, travel and manage eight customers' calendars.
- Data collection, gathering, sorting and entering information into BSMI safety database to help negotiate IBM sales in Taiwan.
- Equipment Asset Management - Maintain inventory list for all of the computers assigned to people in the Storage Test Division (~200 people), also responsible for new equipment transfers to employees and returned equipment transfers to the warehouse. Involves physically moving equipment and record keeping in databases and spreadsheets. Work with local desk side support to get data transferred between new and old computers and old computers rebuilt. Supply accessories for new computers, i.e. port replicators, ac adaptors, cable locks, etc.
- Arrange domestic and international travel, hotels, and rental vehicles, supply driving directions and reconcile travel receipts upon completion of the travel.
- Foreign and domestic shipping.
- Ran BRIO reporting tool for upcoming year's budget to determine future machine and employee headcount, then transferred that data over to excel for meeting purposes.
- Workstation compliancy audits - quarterly audits of security violations on employee's computers.
- Troubleshooting videoconference equipment and LCD projector technical difficulties.
- Help employees resolve computer problems with the IBM help desk and research bugs in new versions of software in order to provide solutions to customers.
- Report and track maintenance issues for the entire building.
- Order, monitor and manage supply levels to keep the employees able to work without going over budget.
- Organize employees' retirement parties, Quarter Century Club celebrations and luncheons.
- Proofreading of class materials for education seminars.

Lead Management Administrative Assistant

INTUIT INC - Tucson, AZ - 2004 to 2004

- Analyzed database for commission purposes, compliance of company policies and procedures and account ownership.
- Researched and tested database for new support and enhancement features, reported and tracked functionality errors, worked with engineers to correct corrupted data.

- Subject Matter Expert for a portion of the database for multiple departments relating to system functionality and navigation.
- Developed, trained and communicated information on new database functionality and new compliance procedures for the sales floor.
- Developed and tracked new processes. Worked with systems department to create a better atmosphere of team working with the sales floor and management.
- Worked with Marketing Team to improve out customer's experience by researching and ending a process where in the customer's name wasn't not being taken off a do not reply list.

Data Entry Specialist

INTUIT INC - Tucson, AZ - 2003 to 2003

Hired as contract employee through Manpower, Inc. to act as liaison between Direct Sales and the Business Specialist Group.

- Collected, categorized, quality controlled and researched data from various marketing campaigns and entered data into Siebel Database.
- Prioritized data according to urgency and created schedule for agents who placed product orders in the system.
- Point of Contact for sales floor regarding database queries, navigation and company policies.
- Used QuickBase and Access for researching large quantities of old customer information and determining where errors and duplicate accounts existed.
- Researched order flow process for 6 SIGMA Blackbelt Project

Production Supervisor

LASON, INC - Tucson, AZ - 1999 to 2002

- Improved product quality and convinced customers to renew their contracts after experiencing poor quality products under different management.
- Supervised microfilm production facility overseeing team of 4-8 workers including: interviewing, hiring and firing of employees.
- Performed and delegated all tasks involved in production processes of multiple, time-critical orders from 60 client customer base. Estimating costs, proposed prices and schedules, and maintained deadlines of incoming orders as well as cash handling, walk-in customers and production work.
- Performed general office duties including: typing letters, answering phones, filing, faxing, shipping and receiving, billing and ordering supplies.
- Maintained environmental and governmental standards for laboratory waste.
- Answered telephones and assisted walk-in customers.

Senior Computer Resource Coordinator

DIGITAL DOMAIN - Venice, CA - 1998 to 1999

- Managed two terabytes of distributed UNIX & NT disk space for numerous in-house productions.
- Prioritized and monitored SGI, NT, and Linux CPU rendering "farms".
- Coordinated data backups and restores.
- Assisted digital artists in UNIX navigation and proprietary software.
- Utilized image processing tools to manipulate file formats and resolutions.
- Diagnosed and reported rendering, disk and CPU problems.
- Quality control checked the rendered image data.
- Trained new resource coordinators.

Team Leader and Laboratory Technician

LASON, INC - Tucson, AZ - 1994 to 1998

- Monitored filming, processing, duplicating and microfiche creation.
- Duties included maintaining the laboratory as well as overseeing a team of workers in their production of microfilm creation, aperture card creation and CD-ROM document storage.

EDUCATION

Certification

NZ Quality College

2008

Bachelor of Science in Film Production

Ithaca College - Ithaca, NY