SAMIR MUKHIDA

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EXPERIENCE

2017-Present
Mettler-Toledo

Global Applications Engineer (Subject Matter Expert)
- ▶ Serving as the technical product expert for the Thornton 7000RMS Microbial Detection Analyzer with global reach over Mettler-Toledo Process Analytics marketing organizations (MOs). Working with MOs to enrich product knowledge, provide insight into sales strategies and customer situations, and develop integration competencies in local markets.
- ▶ Leveraged by local organizations along with producing organization to solve critical implementation challenges, participate in the sales process, and deliver smooth integration experience for strategic customer accounts with global sales implications.
- ▶ Author and technical advisor to product management regarding service manuscripts and user-facing documentation including IQ/OQ/PQ, Operation Manual, Quick Start Guide, Preventative Maintenance, and more.
- ▶ Author of visual analytics and forecasting application for 7000RMS data, and internal lab-testing automation software (Python).
- ▶ Develop and support novel middleware solutions permitting use of instruments in new or existing smart manufacturing infrastructure. Liaise with controls and automation engineers to deliver the desired functionality to the instrument's product and data end-users.

2015-2017
Mettler-Toledo

Technical Service Manager
- ▶ Adapted the service program for the 7000RMS to align with existing products and infrastructure, leveraging the reach of sales/service organizations and affiliates in five continents. Provided technical training and elevated support to these global organizations.
- ▶ Generated detailed technical manuscripts including whitepapers, manuals, SOPs, as well template marketing material for local sales groups.
- ▶ Authored interactive simulation software of the analyzer's GUI (Visual Basic).
- ▶ Worked with software engineering to enhance analyzer UI/UX, test, and include new functionalities for service (LabVIEW).
- ▶ Worked with engineering to enhance in-house 3D printing and rapid prototyping capabilities.

2015
Instant BioScan

Service Manager
- ▶ Primary integration support for several top ten biopharmaceutical and personal-care companies, including project management for worldwide deployment and validation efforts at global leading biotechnology company.
- ▶ Contributed and participated in the Quality System (CAPA, RMA, DFM/DFS, NCR, FMEA)
- ▶ Managed all field and factory service endeavors. Instrumental in supporting company growth and eventual $30 million asset sale of the startup to Mettler-Toledo Thornton.

2013-2015
Instant BioScan

Engineer
- ▶ Early member of this startup, which developed, manufactured, sold, and serviced RMS (real-time microbial system) instruments—process analyzers which enumerate microbial cells within ultra-pure water samples using non-destructive optical methodologies.
- ▶ Translated user requirements into engineering specifications, and supported design verification testing of optoelectronic, mechanical, and firmware/software components.
- ▶ Contributing to the manufacturing scale-up by employing NIST and ISO methodologies, I eventually served as lead calibration engineer before being asked to establish the service department and create a service program compliant with USP, FDA, and GMP guidelines.

RESEARCH

2011-2012

Dr. Hugo Arias - College of Pharmacy, Midwestern University
Research Assistance - Drug and therapeutic discovery
🖉 <u>Poster & Abstract</u>: *Role of the β4 nicotinic receptor subunit in the anti-addictive activity of 18-methoxycoronaridine*

2009-2010

Dr. David Rhoads - College of Agriculture & Life Science, The University of Arizona
Research Assistance -Genomics Education National Initiative

EDUCATION

In Progress

Georgia Institute of Technology
Master of Science – Computer Science

2010

The University of Arizona
Bachelor of Science – Molecular & Cellular Biology, Plant Sciences
Dean's List Honorable Mention| President's Award for Excellence | AIMS Award