

SAMIR MUKHIDA

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EXPERIENCE

2017-Present
Mettler-Toledo

Global Applications 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.
- ▶ Act as a trainer and developer of content for global and regional product, applications, and sales training for internal employees in addition to distribution and service chain.
- ▶ Author and technical advisor to product management regarding majority of product's service manuscripts and user-facing documentation including IQ/OQ/PQ, Operation Manual, Quick Start Guide, Preventative Maintenance, and more.
- ▶ Authored visual analytics and forecasting software for 7000RMS data.

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 integration support to these global organizations.
- ▶ Generated several detailed technical manuscripts including whitepapers, manuals, and SOPs, as well template marketing material for local sales groups.
- ▶ Authored interactive simulation software of the analyzer's GUI. Worked with software engineering to enhance analyzer UI/UX, test, and include new functionalities for service.

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 the global number one 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—commercial process analyzers which quantify the degree of microbial contamination within ultra-pure water samples using non-destructive optical methodologies.
- ▶ With a variety of applications, the analyzer was developed with industry oversight, encouraged by regulatory agencies; who all strive to replace traditional growth-based cell counting methods which have been in place for over a century and whose limitations have widely been acknowledged.
- ▶ 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 to comply with USP, FDA, and GMP guidelines

2012-2013
TeaTime

Store Manager & Web Administrator

- ▶ Enabled a small locally-owned business to conduct digital sales by designing, implementing, and maintaining a comprehensive e-commerce solution and online point of sale.
- ▶ Enhanced the outfit's digital marketing capabilities by using social media and SEO.
- ▶ Improved the brick and mortar point of sale experience and merchandising strategy.

2008-2009
Apple

Mac Specialist

- ▶ Provided technical support, sales, and training for hardware, software, and networking devices.

RESEARCH

2011-2012

Dr. Hugo Arias - College of Pharmacy, Midwestern University

Research Assistance - Drug and therapeutic discovery

Poster & Abstract: Role of the beta-4 nicotinic receptor subunit in the anti-addictive activity of 18-methoxycoronaridine

2010

Dr. Stephanie Capaldi - College of Science, The University of Arizona

Technical Elective

Fundamental Techniques of Molecular Biology

2009-2010

Dr. David Rhoads - College of Agriculture & Life Science, The University of Arizona

Research Assistance -Genomics Education National Initiative

EDUCATION

The University of Arizona

2010

Bachelor of Science – Molecular & Cellular Biology, Plant Sciences

2009

Dean's List Honorable Mention

2007

President's Award for Excellence | Arizona Board of Regents AIMS Award

SKILLS & EXPERTISE

Science & Engineering

Design verification, failure analysis, validation, metrology, process control, opto-electronics, hydraulics, biology (micro, molecular/cellular)

Personal

Contract negotiation, key account, project & program management, leadership, media & trade shows, bilingual French

Software

Windows, Mac, Linux, MS Office, HTML/CSS, Wordpress, Visual Basic, LabVIEW, Batch, Perl, Python, GIMP, CAD

Miscellany

Research, rapid prototyping & 3D printing, automation, data acquisition & analysis, technical marketing