

EDUCATION

College of Liberal and Professional Studies | University of Pennsylvania

- Penn LPS Coding Boot Camp (Full Stack Web Development)
- CIS 110: Introduction to Programming (Penn Summer)

Expected: **09/2018 - 03/2019**
06/2018 - 08/2018

Bachelor of Science, Biology, Minor: Cognitive Neuroscience | Temple University

08/2013

PROFESSIONAL HISTORY

Clinical Cell and Vaccine Production Facility (CVPF)

05/2016 - Present

Clinical Operations Manager | University of Pennsylvania

10/2018 - Present

Clinical Operations Lead | University of Pennsylvania

08/2017 - 10/2018

Project Management:

- Strategically plan the allocation of limited resources to maximize production capacity on a quarterly basis
- Analyze operational costs, establish fiscal year budget, determine ad hoc/custom rates, and provide guidance on budget building
- Collaborate with Directors and Managers to assess operational successes and inefficiencies based on compiled metrics

Other Highlights:

- ❖ Hire, train, and supervise direct report(s) (completed training for Supervisory Skills Certificate)
- ❖ Implement, manage and train users on current and new systems for billing, scheduling, and sample tracking
- ❖ Serve as a deputy for Operations Director at internal or external meetings as requested
- ❖ Continued oversight of duties under Clinical Operations Specialist

Clinical Operations Specialist | University of Pennsylvania

05/2016 - 08/2017

Project Management:

- Significantly overhauled cost analysis method to semi-automate price pulls of materials used in various manufacturing processes and allocation of proportionate rates in the fiscal year budget draft
- Revamped website with a modern/interactive layout and ongoing upkeep of front-end content using HTML and CSS
- Working in a team, rolled out clean room logbooks to minimize technician effort, eliminate redundancies from room/equipment forms, and replace loose paper stations with a centralized binder

Other Highlights:

- ❖ Interfaced with internal/external teams for alignment, triaged critical information and sought resolutions to non-standard/emergency requests pertaining to the production schedule
- ❖ As admin in Visual Planning (scheduling software) and a custom electronic Sample Tracker, updated the schedule in real time, developed templates, implement functionality improvements, managed user access and troubleshoot user issues
- ❖ Reviewed invoices, billed for services, and tracked billing/cost analysis
- ❖ Maintained top level and detailed information on current, past, and upcoming clinical trials, manufactured clinical products, and subject statuses

Translational and Correlative Studies Laboratory (TCSL)

09/2014 - 04/2016

Molecular Biology Technician | University of Pennsylvania

08/2015 - 04/2016

Project Management:

- Co-led the setup of the new laboratory facility location with the lab manager, including: determining best fit locations for all inventory materials (accounting for usage frequency, ease of access and weight), adjusting shelves on cabinets and desks, and setting up equipment and tables in the tissue culture room

Other Highlights:

- ❖ Developed SOP drafts for the molecular team and reviewed quality of assay data and documentation
- ❖ Prepared primers, completed molecular assay reports and planned daily aliquot/elution volumes for incoming samples
- ❖ Completed university course: Techniques in Molecular Biology (06/2015 - 07/2015)

Lab Experience:

- qPCR: Real time sample mixing/loading in 96-well plates (7500 Fast RT-PCR Machine) and 384-well plates (QuantStudio 12K Flex)
- DNA/RNA: Isolation (whole blood, bone marrow, tissue, plasma) and quantification (BMG Omega Spectrophotometer)

Cell Processing Technician/Courier | University of Pennsylvania

09/2014 - 07/2015

Project Management:

- Strategically executed the consolidation and timely transfer of 6000+ cryovials from various -140°C freezer locations into 11 towers x 7 (81-vial) boxes, keeping sample sets together and filling boxes to maximum capacity when possible. Preserved details of critical sample information including old/new location IDs
- Revamped inventory system by implementing “shelf to paper” inventory mapping, establishing appropriate min/max stock levels for 125+ lab materials, and ensuring “first in, first out” storage to minimize waste and usage of multiple lots

Other Highlights:

- ❖ As a liaison between internal/external clinical research staff, ensured prompt communication, proper transport, and accurate relabeling of biological samples (blood, bone marrow, CSF, tumor biopsies, etc.)
- ❖ Revised sample tracking forms, managed sample database, stored and pulled bio-bank samples
- ❖ Prepped weekly inventory orders, logged received packages, tracked backordered items, prepped cryopreserved biological specimens for shipment

Lab Experience:

- Isolation of serum, plasma & PBMCs from whole blood/bone marrow, determining WBC count, ficoll processing
- Handling of HIV+ samples, preparation of common reagents, handling/autoclaving biohazardous waste
- Good laboratory practices, aseptic technique, equipment calibration

Auto Insurance Claims Verifier | Metropolitan Reporting Bureau

04/2014 - 09/2014

- Expedited the verification of automobile accidents nationwide as a third party for insurance companies
- Organized/tracked requests and identified correct police reports by searching databases daily
- Purchased reports to be sent out and billed the corresponding fees

Cashier/Server | Koreana Food

09/2013 - 02/2014

- Co-trained four new team members, addressed customer complaints/inquiries
- Served 200+ customers daily, processed \$1000+ in transactions per shift
- Ensured ample stock of essential inventory, supported kitchen staff during rush periods

Library Support | Temple University - Beasley School of Law

09/2011 - 07/2013

- Trained successor, converted word of mouth training into an initial draft operations manual for Madison software
- Ensured new acquisitions (microfiche, CFRs, etc.) were logged/labeled/shelved in a timely manner
- Photocopied 30-40 page document sets for biweekly distribution to 3 faculty members

Administrative Support | Temple University - Controller's Office/General Accounting

09/2008 - 08/2010

- Deposited/recorded checks up to \$10MM+, handled petty cash, archived checks into an electronic database
- Triageed 5 phone lines, updated filing systems, front line in greeting/assisting clients
- Data entry, distributed daily inter-office mail, supported setup of monthly team building activities

VOLUNTEER EXPERIENCE**American Red Cross - Philadelphia Chapter****02/2014 - 07/2015****Disaster Action Team Trainee**

02/2014 - 07/2015

Disaster Services Technology - Computer Operations

03/2014 - 07/2015

Blood Drive Volunteer

04/2014 - 09/2014

Conservation Steward | Philadelphia Zoo

10/2014

'Give Kids Sight Day' 2014 Volunteer | Public Citizens for Children and Youth (PCCY)

04/2014 - 05/2014

SKILLS & TRAINING**Certifications:** Adult First Aid/CPR/AED

04/2014 - 04/2016

Web Development: CSS, HTML, Java, Javascript**Computer/Web Applications:** Adobe Acrobat, FileMaker, iLab, Microsoft Office, Visual Planning, WordPress**Penn Training:** Supervisory Skills Certificate (05/2018)