Jihane Toote

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609-349-4057

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OBJECTIVE

Dedicated professional with a proven track record in delivering exceptional customer service experiences. Seeking a role where I can leverage my strong communication skills and problem-solving abilities to exceed customer expectations.

EDUCATION

Rutgers University, New Brunswick, NJ

* Master of Health Administration

Rowan University, Glassboro, NJ

* Bachelor of Science, Biological Sciences

CERTIFICATIONS

Lean Six Sigma Green Belt - December 2020

WORK EXPERIENCE:

Customer Transfer Project Manager

Celularity | Florham Park, NJ - November 2021 – April 2023

* Orchestrated seamless technology transfers, ensuring compliance with industry regulations and exceeding customer expectations.
* Streamlined communication channels between R&D and QC departments, ensuring timely responses to customer inquiries.
* Collaborated closely with Corporate Quality to uphold quality standards, addressing customer concerns promptly and effectively.
* Led cross-functional teams, prioritizing customer satisfaction in all phases of project delivery.

QC Engagement Project Specialist

Bristol Myers Squibb | Summit, NJ - September 2020- September 2021

* Championed the review and approval process, guaranteeing accuracy and aligning with customer requirements.
* Maintained open lines of communication with various teams to address customer-related change controls and mitigate risks.
* Implemented comprehensive training materials, enhancing consistency and quality in customer-facing functions.
* Focused on proactive solutions and process improvements, ensuring seamless operations for customer satisfaction.

Customer Service Field Engineer & Support Specialist

C Technologies Inc.| Bridgewater, NJ - January 2019 – September 2019

* Provided hands-on installations, maintenance, and service, ensuring optimal performance and satisfaction for customers.
* Delivered exceptional remote and onsite support, working closely with sales and product managers to address customer needs promptly.
* Conducted thorough training sessions, empowering customers to maximize the benefits of our products.