

Theresa Wohlever

née Hepburn

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Experienced manager and mentor of bioinformaticians proficient with open source and commercial bioinformatics resources. Effective troubleshooter with excellent communication and organizational skills who brings together these attributes to provide consistent, high level, quality bioinformatics support and services to researchers and clinicians of varied backgrounds. *Seeking opportunities for growth in a nonprofit research environment* that emphasizes team focused values and collaboration.

Research & Work History

QIAGEN Digital Insights (QDI) Toledo, OH

Custom Services Manager, Jan. 2021 - Present

- Lead transcontinental team of 4 bioinformaticians and 4 software engineers
- Set customer expectations regarding deliverables and timelines for custom service projects
- Obtain, allocate, and prioritize resources to meet customer expectations
- Sustain multimillion USD client partnerships via "White Glove" level of care

QIAGEN Bioinformatics Chicago, IL

Senior Bioinformatician, May 2016 - Jan. 2021

- Manage multi-year projects for high value clients
- Define requirements, scope, and Statement of Work (SOW) for custom bioinformatic solutions and services
- Communicate with clients and developers to define and implement project requirements
- Test, release, and support client use of custom bioinformatic software

QIAGEN Bioinformatics Chicago, IL

Senior Scientist, Oct. 2014 - Apr. 2016

- Analyze, define, and resolve complex scientific and technical issues from scientist and clinician users
- Enable users to successfully harness CLC and Ingenuity product lines to fulfill analysis objectives
- Modify and establish procedures to promptly and comprehensively meet customer needs
- Partner with global R&D, product management, sales, and marketing teams to improve processes
- Establish and revise systems and protocols the team uses for customer engagement
- Contribute to internal documentation for consistent quality support across the globally integrated team

CLC bio Cambridge, MA

Application Scientist, Jan. 2012 - Oct. 2014

- Interpret, replicate, and propose solutions for a broad range of customer questions and problems
- Effectively and clearly communicate software issues with support team, developers, and customers
- Collaborate on research, drafting, and editing of customer facing text eg. Frequently Asked Questions
- Mentor support colleagues through support system transitions

The Broad Institute of MIT and Harvard Cambridge, MA

Associate Computational Biologist, Jan. 2010 - Jan. 2012

- Develop and maintain 454 16S filtering and classification pipeline [Perl, L^AT_EX, R, mothur]
- Process 16 ongoing projects consisting of in-house and external data

The Broad Institute of MIT and Harvard Cambridge, MA

Bioinformatics Assembly Analyst, July 2007 - Jan. 2010

- Propose, develop, and maintain 454 analysis pipeline reducing error and analyst time by 90%
- Characterize and propose solutions for sequencing, library construction, and DNA sample failures
- Preliminary analysis of new sequencing technologies for assembly: Illumina (Solexa), Pacific Biosciences

Education

Rensselaer Polytechnic Institute Troy, NY

Bachelor of Science, August 2003 - May 2007

- *cum laude* 3.56/4.0
- Bioinformatics and Molecular Biology Major 3.29/4.0
- Computer Science Minor 3.70/4.0