Theresa Wohlever
5006 Valencia Drive
Toledo, OH 43623

March 31, 2023

Kristy Cloyd
1975 W El Camino, Suite 101
Mountain View, CA 94040

Dear Dr. Kristy Cloyd,

I am a seasoned remote Bioinformatics Manager with demonstrated success leading cross-functional software development projects for both clinical and non-clinical applications. I have a track record of forging long term client relationships while demonstrating consistent delivery in a fast-paced, rapidly changing environment. Given my experience and desire to grow into a Director level role, I am confident I would make impactful contributions to the xVantage team leading to more "Aha" Customer Success moments.

I recognize my education does not meet the expectations of this role, though I believe my experience compensates for credentials. I embarked on my post-bachelor career at The Broad Institute of MIT and Harvard surrounded by the world's leading scientists. I treasured the degree-free education I received through analyzing bleeding edge NGS sequencing technologies and proposing methods for improved analysis of 16S microbial communities. The weight of student loan debt drew me to a more lucrative position in industry and acceptance that pursuit of a PhD in computational biology was not in my foreseeable future for fiscal reasons.

I transitioned to QIAGEN's Custom Solutions and Services team in 2016 where I focused on high value client relationships. Walking lock-step with end users on their customer journey I learned to accurately discern high profile low impact issues from higher impact but lower profile challenges. My success stemmed from an empathetic ear, effective prioritization, and commitment to iterative improvement. I sustained QIAGEN's relationship with multiple clients generating millions of USD in revenue. Notably, I fostered such a strong relationship with the Labcorp's Vice President of 'Data Science, Artificial Intelligence, and Bioinformatics' that I was actively recruited for my current role.

There are world class scientists who prefer individual deep work over relationship management. They may fear the challenges associated with navigating interpersonal complexities, but I embrace this challenge. Experience taught me excellence does not come through fear, but by ego-less pursuit of a clear vision. I'm not afraid of rooms where I am the least intelligent; I'm afraid of silencing voices with the most informed insight. I'm not afraid of shifting priorities; I'm afraid of failing to follow practices that enable effective response. I'm not afraid of hard choices; I'm afraid of paralyzing indecision. I'm not afraid of failure; I'm afraid of repeating the same mistakes and falling into complacent mediocrity.

Given my experience and passion for high quality customer relationships, I have confidence I will become a key team player for xVantage at DNAnexus.

Best wishes,

Theresa Wohlever
Theresa Wohlever

Theresa Wohlever

née Hepburn
5006 Valencia Drive Toledo, OH 43623
+1.860.490.3525 || theresa.wohlever@gmail.com

Experienced remote Bioinformatics IT Manager passionate about accelerating healthcare advancements. Demonstrated success translating high profile client needs to clear software development requirements. **Seeking opportunities to grow in a Director** level role while furthering the mission of improved patient care through emphasizing team focused values, AGILE philosophy, and a growth mindset.

Labcorp Diagnostics, Data Science, AI, Clinical Bioinformatics
Bioinformatics IT Manager, November 2021 - Present
- Identify and implement process improvement aligned with industry best practices within bioinformatic scope of clinical assay development, deployment, and production support
- Influence AGILE adoption for ∼20 person team of biologists, bioinformaticians, and software engineers

QIAGEN Digital Insights (QDI), Custom Solutions and Services
Interim Custom Services Manager, January 2021 - August 2021
- Lead transcontinental team of 4 bioinformaticians and 4 software engineers
- Sustain multimillion USD client partnerships via 'White Glove' level of care
- Obtain, allocate, and prioritize resources to delight customers and retain talent
- Align with Account Management on feasibility and forecast for projects with 2 weeks LOE to >2 years

QIAGEN Bioinformatics, Custom Solutions
Senior Bioinformatician, May 2016 - January 2021
- Manage multi-year projects for U.S. based high value clients
- Define requirements, scope, and Statement of Work (SOW) for custom bioinformatic solutions and services
- Communicate with clients, Key Account Managers, and developers to define and complete project goals
- Manage testing, release, and support client use of custom bioinformatic software for >25 custom projects

CLC bio, a QIAGEN Company, Advanced Genomics Applications
Senior Scientist, October 2014 - April 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
- Partner with R&D, Product Management, sales, and marketing for process improvement
- Establish and revise systems and protocols for customer engagement (SalesForce)
- Contribute to internal documentation for consistent quality support across the globally integrated team

CLC bio, Customer Support
Application Scientist, January 2012 - October 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 and train junior support colleagues

The Broad Institute of MIT and Harvard, Microbial Systems and Communities
Associate Computational Biologist, January 2010 - January 2012
- Develop and maintain 454 16S filtering and classification pipeline [Perl, LATEX, R, mothur]
- Process 16 ongoing projects consisting of in-house and external data

The Broad Institute of MIT and Harvard, Assembly Computation and Development Core
Bioinformatics Assembly Analyst, July 2007 - January 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
- Assess new sequencing technologies for de novo assembly: Illuminia (Solexa), Pacific Biosciences

Education

Rensselaer Polytechnic Institute, Bioinformatics and Molecular Biology
Bachelor of Science, August 2003 - May 2007
- *cum laude* 3.56/4.0

Scrum Alliance, Concepts and Beyond
CSPO, October 2022
- Certified Scrum Product Owner (CSPO)
- Certificant ID: 001426943 Certification Active through: 06 October 2024

✉ theresa.wohlever@gmail.com || ☎ +1.860.490.3525