Theresa Wohlever

née Hepburn

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Experienced remote Bioinformatics IT Manager with a passion for cultivating talent and improving process. 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
- Enable AGILE adoption with 12 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
- Recruit permanent Director and entry level Bioinformatician FTE

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 over 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