Theresa Wohlever
5006 Valencia Drive
Toledo, OH 43623

June 14, 2023

IT Hiring Manager
Charles River Labs
299 Ballardvale Street
Wilmington, MA, US, 01887

Dear Charles River Labs IT Hiring Manager,

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 consistent delivery in project management roles amidst a fast-paced, rapidly changing environment. Given my past success, I'm writing to express my interest for the open IT Project Manager (217346) role at Charles River Laboratories.
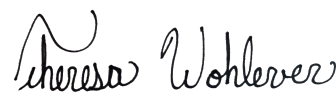
I became a fully remote employee in 2013 when I moved away from Boston, MA for family. Through my remote tenure, leadership periodically asked if I would manage the team through times of uncertainty. I enjoyed lifting my reports to become their best selves resulting in high quality outcomes from California to Denmark to Romania. At the height of the pandemic, the Director of our Custom Services team vacated the position. I stepped up to fill this role. Once granted insight into the scope and timelines for incoming projects along with available resources, I understood my former Director's flight. I quickly committed to onboard Romania based employees in an attempt to close the pandemic-induced resource gap. Meanwhile, I aligned client and Key Account Manager expectations with Development and Product team realities. Though many of the ensuing client conversations proved diplomatically challenging we navigated through with positive outcomes on all sides. With tremendous effort by every individual on the team we met client expectations for all but one failed project.

It's easy to immediately commit "yes" to client requests: all parties appear to be in agreement and excited for future outcomes. However, transparency and integrity prove higher value long term benefits over positive yet fleeting social interactions. The above referenced failed project was theoretically an exciting challenge but the technical realities were not market ready. Unfortunately the individuals who made the client commitment did not fully understand the situation. As soon as I became involved, I requested leadership support in renegotiating deliverables. Failure proved to be an excellent learning experience for all parties. While difficult, this was the right decision. I learned how to handle delicate high stakes conversations as evidenced by the client offering me employment opportunities during my post-covid "sabatical.'

I am well versed in AGILE methodology, primarily leveraged through Atlassian offerings (JIRA). As an AGILE advocate, I've presented its value to over 300 internal IT coworkers including multiple VP leaders within Labcorp IT. I've effectively influenced AGILE (Kanban) practices on my current team to drive efficiency, productivity, and meaningful contributions. I have successfully guided teams, sized 2 to 25, through the full software development lifecycle (SDLC) in scientific environments. I will not claim to always evade scope creep, but am well versed in tactfully communicating its impact to stakeholders. As a former software supporter, I'm adept at diffusing conflict and elevated emotions that may arise from more challenging conversations with stakeholders.

I believe my experience will add significant value to Charles River Labs – particularly within the scope of global project management, stakeholder alignment, and AGILE advocacy. I am hopeful for the opportunity to discuss how Charles River's needs pair with my desired growth and background.

Best wishes,

Theresa Wohlever

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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 drive positive impact in life sciences and healthcare** 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
- Drive AGILE adoption for $\sim$20 person team of biologists, bioinformaticians, and software engineers
- Develop Tableau Dashboard based on PostgreSQL database populated for production lab QC monitoring

QIAGEN Digital Insights (QDI), Custom Solutions and Services
Interim Custom Services Manager, January 2021 - August 2021
- Managed 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
- 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
- Partner with R&D, Product Management, sales, and marketing for process improvement
- Establish and revise systems and protocols for customer engagement (SalesForce)
- Improve internal resources enabling 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