

November 16, 2023

Dear TherapyNotes Team,

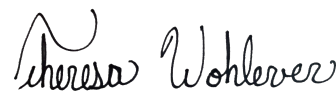
A week of persistent phone calls, emails, and a healthy dose of pleading finally resulted in transferring 300 pages of my children's medical history to our new pediatrician. We haven't attempted the records from talk therapy, occupational therapy, speech therapy, psychiatry, or psychology. It's not urgent; we're on waiting lists. As an adoptive parent of former foster youth, I am familiar with the challenges of coordinating healthcare. These challenges are consistent with what is considered best in class. Within the scope of IT, contemporary healthcare is trapped in the class of 1984. Joining in "Two Minutes Hate" is tempting; instead I will direct my passion to lowering the hurdle for children like ours to access appropriate care. My primary career goal is to make dramatic improvement in healthcare IT as a health systems Product Manager.

While my formal education is in bioinformatic software development, my most fulfilling successes are connecting cross-functional teams to symbiotic solutions. Pursuit of productive collaboration by courageously and tactfully working through crucial conversations is my cultivated strength. My role in professional services taught me how easy it is to immediately commit "yes" to client requests. However, transparency and integrity prove higher value long-term benefits over positive yet fleeting social encounters. When scope, schedule, and budget are out of balance, all parties are dissatisfied. I aim to align these fronts within Healthcare IT by leveraging my demonstrated strengths as patient advocate, technical translator, and project manager.

My current IT Manager role began with the ambiguous request to "make the team better." The team consists of ~7 bioinformaticians with a decade of entrenchment in their current roles and another ~7 new hires. My vision for the team is to transition the culture away from siloed individual activities and embrace the significant benefits that stem from authentic collaboration. We've faced quite a few challenges but upfront trust building efforts are paving the way to ensure current development work is built on the foundation of psychological safety felt by every individual.

I've demonstrated success within the scope of typical data analysis, project manager, product owner, scrum master, and manager roles throughout my career. Today, I'm seeking opportunities to make real impact in Behavioral Healthcare. I look forward to authentically discussing how our values align and how my background and passions support driving value in TherapyNotes's open Product Management role. Thank you for your thoughtful consideration.

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 into a clear vision and effective delivery. **Seeking Product Management opportunities to drive positive impact in healthcare systems (EHR)** through emphasizing team focused values, AGILE philosophy, and continuous learning.

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 ~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

- 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
- 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)
- 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, L^AT_EX, 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

Education

Rensselaer Polytechnic Institute, Bioinformatics and Molecular Biology

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

Scrum Alliance, Concepts and Beyond

CSPO, October 2022

- Certified Scrum Product Owner (CSPO)
- Certificant ID: 001426943 Certification Active through: 06 October 2024