

Theresa Wohlever  
5006 Valencia Drive  
Toledo, OH 43623

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NexHealth  
33 Bush St Ste 2000  
San Francisco, California, 94104

Dear People Operations at NexHealth,


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 and quality delivery in a fast-paced, rapidly changing environment. Given my experience and desire for growth, I am hopeful for the opportunity to make impactful contributions to the NexHealth Customer Success team.

In QIAGEN's Custom Solutions and Services team I focused on high value client relationships. Walking lock-step with end users on their customer journey I learned to solve the customer's problem by ensuring I fully grasped their perspective and drove solutions to completion. Our team's 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.

In 2018 my spouse and I became licensed foster parents. Since that time I've invested significant effort advocating for Medicaid dependent children in my care. Vulnerable people in greatest need struggle to access care due to dramatic inefficiencies in existing systems. NexHealth's belief #3: "The government can't build the solution." deeply resonates with both my personal and professional experience with these inefficient systems. It is clear NexHealth is making great strides in lowering the hurdles I often face as a parental advocate. After adopting our children, I want to leverage every skill and ability I possess to further the mission to lower that hurdle. The etymology of the word "passion" stems from physical suffering - my passion for improving healthcare stretches beyond warm fuzzies for helping others, it stems from suffering with my children. No passion is greater than a mother's love for her children - this is the passion I will bring to NexHealth clients.

Given my experience, passion, and growth mindset constantly seeking Radical Candor, I have confidence I will become an integral team player for NexHealth's Customer Success Revenue Operations.

Best wishes,



Theresa Wohlever

# Theresa Wohlever

née Hepburn

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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.

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## **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, L<sup>A</sup>T<sub>E</sub>X, 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: Illumina (Solexa), Pacific Biosciences

## Education

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### **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