**Madhulica Chand**

**Manager - Business Development**

Ghaziabad, Uttar Pradesh

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Email me on Indeed: [indeed.com/r/Madhulica-Chand/fedde3080981bb74](https://www.indeed.com/r/Madhulica-Chand/fedde3080981bb74)

Business Development, Market Research, Account Research

Willing to relocate to: Bangalore, Karnataka - Mumbai, Maharashtra

**Work Experience**

**Manager Business Development**

**Tech Observer**

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Delhi, Delhi

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August 2016 to Present

New and existing Business Development  
Market Research  
Contacting clients through emails, calls, conferences, face to face meetings  
Preparing RFP/RFI/RFQ  
Coordinating with technical teams to understan client requirements better, client query resolution, issue resolution.  
Revenue generation,

**Product Manager - Business Development, Market Research Product Management, Product Training**

**Syngene Bioimaging Pvt. Ltd**

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Gurgaon, Haryana

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February 2014 to July 2016

Sales & Customer support. Since Feb 2014 till date.  
  
Job Description:  
1. Planning and developing brand Strategies for product life cycle & brand management. Product Training. Design and deploy brand communications.  
2. Market analysis skills. End to end management of clients. Lead generation, promotion, qualification, negotiation and deal closure.  
3. Regular interaction with the client to identify opportunities for business expansion.  
4. Support sales team in business development with respect to new and existing products.  
5. Coordination with R&D, testing labs, hospitals and pharmaceutical companies for new product development, improvement of existing product demonstration and installation of new equipment.  
6. Ensuring the products conform to the domestic and international norms, safety norms,  
7. Management and execution of business research.  
8. Leading and guiding team on all aspects including market research, BD, scoping, timelines, content, client engagement and management.  
9. Conducting trainings and developing training modules and presentations.  
10. Preparation of Lock-In-Specifications for Tenders.  
11. Evaluating competitor's products.  
12. Delivering high quality, client-ready output consistently, identifying risks / issues and escalates in a timely manner.  
13. SPOC for clients in my domain, prioritizing work flow, negotiate project timelines/scope, collect feedback and address any issues promptly, identify up-selling/cross-selling opportunities.  
14. Contributing to different organizational tasks such as hiring, training and other organizational initiatives.  
15. Reviewing work thoroughly to ensure consistently high quality output, value addition and adherence to timelines; be able to judge required level of own involvement on projects, execute parts of projects if situation so demands.  
16. Counseling executives on business skills and guide them on best practices.  
17. Consumer insights and implementation. Play a client facing role (over the phone and email and face to face) to manage client expectations, understand their requirements and execute the task with the given team on a regular basis.  
  
Accomplishments: Bagged many Gel Doc and Automated colony counter orders on my own

**Senior Microbiologist, Authorized Signatory, PS-Food - Since**

**TUV SUD South Asia**

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Gurgaon, Haryana

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November 2012 to December 2013

Job Description:  
1. Tested Food, Water & Cosmetics samples as per IS, USP, AOAC, ISO etc standards.  
2. Daily Monitored Microbiology Laboratory and its operation. Checked and Reviewed Lab Documents and Reports. Prepared Monthly schedule.  
3. Prepared Sterilized Media.  
4. Conducted Growth Promotion Tests of Media..  
5. Prepared & Revised SOPs and ensured their compliance.  
6. Maintained Standard Reference Material & Working Standards and Standard Reference Cultures.  
7. Ensured laboratory activities like sub-culturing, pathogen handling, stock checks, media preparation, efficacy checks, sterility testing, swab testing, environmental bacterial load analysis are carried out correctly & systematically.  
8. Validated / Calibrated of scientific equipments e.g. Weighing Balance, Incubators, BOD, Water Bath, Refrigerator, Autoclave, and LAF, Biosafety Cabinet and documented and updated records.  
9. Conducted Environmental Monitoring by Settle Plate, Surface Monitoring, Swab, Disinfectant Efficacy Tests.  
  
Achievements: Participated in various International Laboratory Comparison (ILC), Proficiency testing (PT) programs and NABL Audits. Was Authorized Signatory for NABL

**Quality Manager for NABL Audit in Sept**

**Advance Research Analytical Services**

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Jaipur, Rajasthan

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March 2012 to October 2012

1. Prepared and updated Quality Manual.  
2. Ensured implementation & maintenance of Quality System as per ISO/IEC 17025 and other Standards.  
3. Planned and conducted Internal Quality Audits and ensured effective implementation of CAPA.  
4. Organized Management Review Meetings and maintained their records (MOM)  
5. Amended quality system documents and maintained record of all documents.  
6. Interacted with CEO for mobilizing the funds required for various quality system activities.  
7. Planned and conducted trainings.  
8. Coordinated with Technical Manager to resolve the customers' and laboratory technical complaints.  
  
Trainings Undertaken:-  
External Trainings: -  
Lab Quality Management System & Internal Audit training as per ISO 17025 from Indian Institute of Quality Management (IIQM), Jaipur.  
  
Internal Trainings:-  
Pathogen Handling, Culture Handling, Culture Verification, Internal Calibration of Balance & Incubators, Validation of Autoclave, Media Efficacy, Internal Quality Checks, Intermediate Checks, Measurement of Uncertainty of instruments & parameters, Internal Audit & Purchase of chemical and media.  
  
Tested Common Wealth Games Samples which required high level of accuracy.  
Directly faced NABL Audit held in Sept. 2010. Acted as Quality Manager for NABL Audit in Sept.2012  
Participated in various Inter-Laboratory Comparison & Proficiency testing programmes of Agency LGC, UK.  
  
Achievements: Participated in various International Laboratory Comparison (ILC) & Proficiency testing (PT) programs and NABL Audits. Was Authorized Signatory for NABL.  
Underwent ISO 17025 training.

**Sr. Microbiologist /Section Incharge Microbiology Lab. (Authorized Signatory)**

**Advance Research Analytical Services**

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Ghaziabad, Uttar Pradesh

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March 2010 to October 2012

Ghaziabad, NABL Accredited Food Testing Lab - Sr. Microbiologist /Section Incharge Microbiology Lab. (Authorized Signatory) - March 2010 - Oct. 2012.  
  
Job Description- Sr. Microbiologist /Section Incharge, Microbiology Dept.:  
  
1. Monitored laboratory operation.  
2. Assigned test jobs related to the food, water & cosmetics testing and environmental monitoring of microbiological section to trainees and Jr. Microbiologists.  
3. Issued the samples of IQC monthly to Chemical & Microbiology Section.  
4. Reviewed and counter checked the results and issued test reports as per FSSAI.  
5. Checked Internal Calibration and ensured Calibration Status is maintained for all of the laboratory equipments, instruments and glass wares.  
6. Prepared Standard Operating Procedures (SOPs) and ensured its compliance.  
7. Maintained of standard reference material & working standards and standard reference cultures.  
8. Ensured laboratory activities like sub-culturing, pathogen handling, stock checks, media preparation, efficacy checks, sterility testing, swab testing, environmental bacterial load analysis are carried out correctly & systematically.  
9. Checked and ensured the files of chemicals, reagents, media & glass wares, tested and untested samples etc are maintained and samples are stored & disposed as per SOP.  
10. Prepared Purchase Indent & Purchase Order regularly.  
11. Regularly Checked Indian Standard updates from website.  
12. Regularly Checked House Keeping record, Contract Forms and Reviewed Request Forms.  
13. Checked all analytical data generated from day to day testing.  
14. Carried out analytical jobs related to lab work as and when required. Microbiological analysis (detection, identification & enumeration) of food products (spices, fruit juices, meat, poultry, milk products, cosmetics), air, water & cosmetic samples.  
15. Resolved customer complaints related to test activities.  
16. Conducted Market Research and Promotion.  
17. Maintained Quality documents and quality of Lab.  
18. Shouldered the responsibilities of Quality Manager at the time of External Audit in her absence.

**Medical Social Worker, Pharmacovigilance Officer in Reproductive and Child Health Division**

**Gram Jyoti Sansthan (NGO)**

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Delhi, Delhi

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August 2005 to December 2009

Job Description:  
1. Undertaken various project specific activities - Monitoring, prevention and control of Healthcare-Associated Nosocomial Infections of major antimicrobial-resistant pathogens e.g. E.coli, Pseudomonas aeruginosa, Enterobacter, Enterococci species, Staphylococcus aureus etc. Detection of infectious agents, determining rate of infections, understanding epidemiology, and surveillance, intervening to prevent infection and educating patients, outbreak investigation, Specimen Collection from Hospital Personnel and the Environment e.g. ICUs, Devices & surfaces, hands, lab coats, shoes, Accurate Identification and Susceptibility Testing by Disk diffusion for common multidrug-resistant organisms (MDROs) by using MIC of antimicrobial agents, Rapid Diagnostic Testing, Reporting of Laboratory Data to Infection Control Committee, Outbreak Recognition and Investigations, detect unexpected antimicrobial resistance, Organism Storage, Writing medical manuscripts, Preparation of clinical trial & medical writing documents e.g. clinical study reports, narratives, summaries etc., Listing out protocol deviations, Assisted in mentoring and training of team members depending upon project requirement, participated in project specific meetings with client colleagues.  
2. Processed and quality reviewed Individual Case Safety Report (ICSR)  
3. Reported spontaneous ICSRs to Management - created hard copy template for the PV Associate to adapt and distribute.  
4. Systematically performed quality control checks and reviewed documents prepared by other associates against pre-specified check-list and follow up independently till final submission.  
5. Written & Reported Suspected Unexpected Serious Adverse Reactions (SUSARs) & PSUR to Health Authorities, ECs and Investigators - created hard copy template for the PV Associate to adapt and distribute  
6. Acted as the project coordinator, collated the needed information, incorporated reviewers' comments and finalized the documents.  
7. Performed electronic reporting to Health Authority.  
8. Performed ICSR reconciliation with business partners and tracked ICSRs.  
9. Reviewed literature screening, searched results, and helped in identifying ICSRs and other safety- related findings.  
10. Assisted in pharmacovigilance processes, involved in development and of SOPs/WIs, training of personnels, product safety/ literature reviews.  
11. Involved in Audit/inspection plans and CAPA.  
12. Responsible for other activities related to Pharmacovigilance designated by head of the department

**Research Trainee**

**IARI, PUSA Institute**

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New Delhi, Delhi

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August 2003 to June 2005

Job Description:  
Learned Mol Bio Techniques-DNA Extraction & Purification, PCR, Media Preparation, Inoculation, Streaking, Chromatography (TLC, Paper Chromatography, GLC, HPLC)  
Assisted Scientists and Research Associates in day to day activities, report writing and presentations preparation, preparation for various seminars.

**Delhi United Christian Sr. Sec. School, Delhi - Asst. Teacher**

Delhi, Delhi

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September 2001 to June 2003

Job Description:  
Assisted teachers in preparing lesson plan, question papers, conduction of exams, science exhibitions, essay writing, drawing & painting competitions and coordinating meetings. Taught science to primary classes. Invigilated internal and external exams.

**Education**

**PG Diploma Clinical Research in Clinical Research**

**Cliniminds**

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Indore, Madhya Pradesh

**BSc. in Biochemistry**

**Hawabagh Women's College, Rani Durgawati University**

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Jabalpur, Madhya Pradesh

**I.C.S.E. in New Delhi**

**Ingraham Institute English School**

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Ghaziabad, Uttar Pradesh

**MSc. in Microbiology**

**DAVV, Indore**

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Indore, Madhya Pradesh

**MBA in HR**

**Institute of Microbial Technology**

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Ghaziabad, Uttar Pradesh

**Additional Information**

ADDITIONAL QUALIFICATIONS:  
• Computer Course from Aptech Institute of Computer Education, Ghaziabad.  
Package Known: MS-DOS, MS - WORD, MS - EXCEL and MS - POWERPOINT  
• Advanced PG Diploma in Clinical Research & Pharmacovigilance from Cliniminds, New Delhi.  
• ISO 17025 from Indian Institute of Quality Management (IIQM), Jaipur, Rajasthan.  
  
STRENGTHS:  
Good written, verbal, and interpersonal communication & presentation skills, Attention to detail & analytical skills, Ability to multi-task and prioritize effectively, Demonstrated leadership skills, Strategic Planning, Strong project management skills including organization, time management and Results & Performance Driven, Problem Solving, Self-starter with an assertive & persuasive positive attitude, Quality Focused, Eagerness to learn new things and handle responsibilities, Collaboration & Teaming ability, Confidence, Creativity, Commitment, Dedication and Integrity & Credo-based Actions, Big Picture Orientation, Intellectual Curiosity.  
  
FOREIGN EXPOSURE:  
Visited USA thrice on B1/B2 Visa