

Torrie Armstrong
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OBJECTIVE: To obtain a full-time position at a fast-paced, challenging, and quality life sciences organization where I can continue my education and professional growth for a long and distinguished career. I am excited about learning more and committed to continuous growth in this field.

SUMMARY: As a professional with great experience in the medical field, I am eager to advance my career. My strong organizational skills and attention to detail position me to be a valuable asset to the company.

SKILLS:

- Attention to detail
- Multitasking
- Adaptability
- Organization
- Problem solving

PROFESSIONAL EXPERIENCE

Brigham and Women's Hospital - GI and Surgery Department **Nov. 2019- Oct. 2022**
Medical Assistant

Massachusetts General Hospital - Rheumatology Department **Feb. 2016- Nov.2019**
Medical Assistant

Massachusetts General Hospital - Cancer Center **Oct. 2015 – Dec. 2015**
Medical Assistant (externship)

- Ordering Supplies and Medications: Monitor inventory levels and proactively order medical supplies and medications to ensure adequate stock levels, collaborating with clinic management to optimize procurement processes.
- Keeping Exam Rooms Stocked and Cleaned: Maintain cleanliness and organization of exam rooms, ensuring they are fully stocked with necessary supplies and equipment for seamless patient care.
- Assisting Physician During Patient Exams: Collaborate closely with physicians to ensure efficient and effective patient examinations, providing assistance as needed and facilitating clear communication between patients and healthcare providers.
- Obtaining Vital Signs and Updating Medical History: Skillfully collect and record vital signs, medical histories, and other pertinent information to assist in patient assessments and treatment planning.
- Greeting Patients: Warmly welcome patients upon arrival, creating a positive and comforting environment.

10 Spot Madrag (Clothing Store) Roslindale, MA **Feb. 2014 -Sept. 2015**
Sales Associate

- Demonstrated advanced product knowledge and built quality customer relationships that resulted in sales
- Ensured friendly and professional interactions with all customers

- Performed tasks including but not limited to: processing credit cards, handled cash, customer support, responded to inquiries, customer database entries, document filing, and other miscellaneous tasks as requested
- Assisted with the maintenance and merchandising of the store to maintain neat, orderly, and well stocked and appealing displays.

EDUCATION:

Bioversity and MA College of Pharmacy and Health Sciences’s “Biotech Career Foundations”

Certificate of Completion Expected Feb. 2024

Comprehensive 8-week certificate training program covering biotech industry insights, lab skills, safety standards, facility management, inventory control, professional behavior, communication, and job interview skills. As part of this program, I have received bloodborne pathogen training.

Lincoln Tech Allied Health, Somerville, MA

2014 - 2015

Medical Assistant Certificate

An intensive Medical Assistant curriculum that includes 900 hours of classroom and hands-on instruction, covering clinical procedures, anatomy and physiology, administrative processes and legal aspects of a medical environment in accordance with Allied Health regulations. A practical externship consisting of 180 hours concludes the program. Will be eligible for AMT RMA certification.

Roxbury Community College, Roxbury, MA

Dec. 2012

Received General Education Diploma

PROFESSIONAL SKILLS/ QUALIFICATIONS:

CPR/First Aid Certified

Performing/Interpreting EKGs

Venipuncture/Injections

Medical Terminology

HIPAA Training

Practical Hospital Applications

Sterile Techniques

Aseptic Medical Techniques

Laboratory Specimen Collection

Pharmacology/Hematology

Microsoft Office & Medisoft

EMR Training (MedCin)

Eligible for AMT RMA Certification

REFERENCES FURNISHED UPON REQUEST

Keyshawn Barnes-Lacey

SUMMARY

Recent graduate of Bioversity's "Biotech Career Foundation" workforce training program looking to enter an operations career in the Massachusetts life sciences industry.

Contact

PHONE:

857-276-5785

LINKEDIN:

www.linkedin.com/in/keyshawnbarnes

EMAIL:

Keyshawnbarnes24@gmail.com

Skills

- **Critical Thinking**
- **Team Building**
- **Communication**
- **Teamwork**
- **Collaboration**
- **Attention to Detail**
- **Management**
- **Organizational skills**
- **Cross Function Team Leadership**
- **Decision Making**

Volunteering

STRIVE - APRIL 2017

Boston, MA

- Assisted in the organization of events for community members
- Participated in youth led fundraising activities

WORK EXPERIENCE

Heichel Plumbing: Plumber Helper

FEBRUARY 2023- AUGUST 2023

- Reads and interpreted blueprints and building specifications to map layout for pipes, drainage systems, and other plumbing materials.
- Installed pipes and fixtures, such as sinks and toilets, for water, gas, steam, air, or other liquids; Installs supports for pipes, equipment, and fixtures prior to installation.
- Modified length of pipes, fixtures, and other plumbing materials as needed for a building.
- Installed heating and air-conditioning systems, including water heaters.
- Tests plumbing systems for leaks and other problems.
- Follows health and safety standards and complies with building.

Newton Wellesley: Hospital Screener

DECEMBER 2021- FEBRUARY 2023

- Actively greeted patients, family/visitors, and staff in a polite, professional, friendly and welcoming manner.
- Screened staff, patients and visitors as indicated by Mass General Brigham and NWH procedure and provide information and direction as appropriate
- Communicated and enforced entrance policies, which may include universal masking and visitor restrictions.
- Ensured hospital lobbies and public areas were clean, safe and uncluttered in accordance with all infection control standards.
- Worked in collaboration with other departments to ensure patients, family/visitors, and staff received accurate, timely and service-oriented assistance.

JRI HEALTH: Administrative Assistant

MARCH 2021- SEPTEMBER 2021

- Provided primary administrative support to senior management team, including: Vice President, Executive Director, Finance Manager and Director of Operations
- Managed database systems for mailings, fundraising efforts, and CORI requests.
- Prepared and maintained accounts payable records, including filing and tracking invoices. Design and publish media materials for special events.
- Scheduled, coordinated, and facilitated special events, fundraisers, and meetings. Coordinate with vendors, volunteers, and staff.

Keyshawn Barnes-Lacey

Team Empowerment JUNE 2016

Boston, MA

- Participated in the organization of peace rallies in and around the city of Boston
- Assisted in providing a platform for youth to have a dialogue with police officers as well as elected officials
- Facilitated and participated in basketball tournaments to promote peace in the community

TechBoston Academy

JV Head Coach (2023-PRESENT)

EDUCATION

BIOVERSITY

JANUARY 2024- FEBRUARY 2024

Workforce certificate training program focused on teaching foundational technical and soft skills necessary to be hired as an entry level scientific operations associate at a local biotech company.

- Understand the biotech industry and its career opportunities
- Recognize basic science concepts and equipment associated with lab work
- Apply environmental health and safety standards in a lab.
- Perform facility cleaning and hazardous waste management functions.
- Manage common lab and manufacturing inventory
- Understand the biomanufacturing process and environment.
- Practice effective communication skills.

TECHBOSTON ACADEMY/BRIGHTON HIGH SCHOOL

SEPTEMBER 2016 – JUNE 2020

GPA: 3.25

- Student Athlete (2016-2020)
- Honor roll (2017-2020)
- Boston Teachers Union Scholarship Award

BEST HOSPITALITY CORP

- OSHA 610 Certification

AUDREY BROWNING

Audreysbrowning@gmail.com

(339)218-9854

Boston, MA

Summary

A hardworking, dedicated professional who remains calm and effective in difficult and stressful situations, and who is seeking to switch careers into the life sciences industry in an entry-level scientific operations role. Currently completing Bioversity's & Massachusetts College of Pharmacy and Health Sciences' "Biotech Career Foundations" 8-week certificate course.

Experience

Boston Scientific, Quincy, MA Feb. 2019 – Jan. 2023
Patient Services Representative

- In this role, I was responsible for interacting directly with patients, updating records, answering incoming calls, booking appointments, and transferring calls to the correct department.

Tempus Unlimited, Boston, MA June 2016 - Feb. 2018
Patient Care

- In this role, I was responsible for collecting, documenting, and reporting data including vital signs, height, and weight.
- I provided direct patient care assisting in maintaining a clean, safe environment for patients, staff and visitors

Panera Bread, South Shore, MA May 2015 – June 2017
Shift Leader

- In this customer facing role, I resolved customer complaints and supervised employees

Skills

- Customer service, time management, communication, leadership, Microsoft Office, physical examinations, documentation review, guest services

Education

Bioversity – Biotech Career Foundations Jan – Feb 2024

Certification of Completion from Bioversity and the Massachusetts College of Pharmacy and Health Sciences

- The Biotech Career Foundations program offers a comprehensive, employer-backed curriculum that seeks to prepare people with a high school degree for entry-level scientific operations roles. During the course, I gained a thorough understanding of the biotech sector, practiced hands-on lab techniques, reviewed key aspects of compliance with environmental health and safety standards in the laboratory setting, facility cleaning, hazardous waste management, and lab inventory management.

Madison Park High School Graduated June 2015

RASHAAN BRYANT

17 Kensington St, Roxbury, MA | rybryant22@gmail.com | 781-353-1002

Summary

As a results-driven leader, I bring a wealth of experience across various sectors, including lab and property operations, and client engagement. Recently completing an immersive 8-week program with Bioversity, I gained hands-on experience in lab operations and maintenance, experimentation, and professional development. My passion lies in orchestrating smooth task execution to assist others in reaching shared objectives. Whether problem-solving, aligning vendor expectations, or playing a key role in the team, I thrive on ensuring seamless operations. Equipped with effective communication skills, a keen attention to detail, and a reliable nature, I am committed not only to contributing but also to igniting positive change within my team.

Skills

Communication: Primary contact for clients; proactively identifying and addressing issues before they escalate. Oversees unit turnover coordination with contracted cleaning and maintenance vendors.

Leadership: Manage street outreach team charged with disseminating marketing and promotional materials. Lead citywide community and small businesses outreach to enhance involvement and impact. Perform facility cleaning and hazardous waste management functions.

Attention to Detail: Manage special projects, including significant renovations and home updates. Supervise day-of volunteers and head on-site project management to guarantee successful events. Manage common lab and manufacturing inventory.

Problem Solving: Navigated a fast-paced environment while triaging and managing complex patient calls. Triage issues and answered general questions to resolve urgent requests in real-time.

Experience

Property Manager; The Carter Group, Boston, MA	June 2023 – Present
Outreach Manager; Open Streets Boston, Boston, MA	July 2022 – Present
Patient Services Coordinator II; Massachusetts General Hospital	Oct 2021- Aug 2022
Established Patient Representative; Dana Farber Cancer Institute	April 2020- Oct 2021

Education

Bioversity, Boston, MA – Certification of Completion Biotech Career Foundations, February 2024

Malanny DePina

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Summary

Seeking an entry-level operations role at a biotechnology company. Leveraging three years of experience as a medical courier, I possess a strong work ethic and dedication to excellence. Passionate to learn and contribute to this dynamic field.

Skills

- Punctual
- Organized
- Clear communications
- Adaptability
- Cultural awareness and sensitivity
- Time management
- Microsoft Excel

Relevant Work Experience

Medical Courier Boston Medical Center - Boston, MA

August 2018 to September 2021

As a medical courier, I ensured safe and timely transport of sensitive specimens, adhering to strict protocols. Familiarity with medical settings and procedures honed my attention to detail and teamwork skills.

Work Experience

Team Member Sweetgreen - Watertown, MA

November 2021 to Present

Sweetgreen environments can be fast-paced and require adjusting to changing situations. This translates well to labs where troubleshooting equipment, unexpected results, and quick thinking are part of the job.

Education

Bioversity & Massachusetts College of Pharmacy and Health Sciences

Biotech Career Foundations – Certificate of Completion – Received Feb. 2024

I am one out of 18 students that went through a competitive application process that included over 120 applicants. This comprehensive 8-week program covers biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, biomanufacturing, professional behavior, communication, and job interview skills.

High school

Boston Day And Evening Academy Charter School - Boston, MA

December 2016 to September 2018

Graduated with a High School diploma.

Languages

- English - Fluent
- Cape Verdean Creole - Fluent
- Portuguese - Intermediate

LILYAN GARRISON

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Boston, MA 02114 | 617.480.3445

SUMMARY:

Former patient-oriented Pharmacy Technician seeking entry-level opportunities in the biotechnology field. Recently completed an immersive 8-week certificate program with Bioversity and the Massachusetts College of Pharmacy and Health Sciences, where I gained hands-on experience in lab operations and maintenance, experimentation, and professional development. Well-versed in preparing, filling and labeling medications as well as processing prescriptions and managing pharmacy inventory. Overall, I am a highly-motivated employee with a desire to take on new challenges. I deliver courteous patient support and exceptional inventory management. I am eager to apply my skills in various environments while working to immerse myself in the biotech industry.

SKILLS:

Lab Operations: Ability to provide wide range of operations supports, close attention to detail, and follow appropriate procedures.

Regulatory Knowledge: Highly familiar with healthcare regulations, HIPAA, FDA Drug and Safety Guidelines, medication dispensing and insurance verification.

Communication: Experience in third party billing with insurance carriers' and hospital specific systems.

Customer Service: Adept at both written and oral communication and excellent customer resolution skills.

Team Collaboration: Strong organization and time management skills enable me to pitch in and help others.

PROFESSIONAL EXPERIENCE:

Certified Pharmacy Technician, Boston Children's Hospital
Brookline, MA

Sept. 2016- Jan.2018

Pharmacy Technician, CVS
Boston, MA

Jan. 2014-Sept. 2016

Insurance Representative, Bay State Select
Boston, MA

Mar. 2008-Dec. 2008

Payment Processing Specialist, Brigham and Women's Hospital
Boston, MA

Nov. 2001-Sept. 2006

Education:

Bioversity & Massachusetts College of Pharmacy and Health Sciences
Biotech Career Foundations, Certificate of Completion, Expected Feb. 2024

Jan. 2024 – Feb. 2024

CVS/Pharmacy-Pharmacy Tech Training Program
Boston, MA

August 2014

Roxbury Community College-Completed Courses in Biological Sciences
Roxbury, MA

Dec. 2011

Christina Jones

Boston, Massachusetts, United State

chris.n.jones87@gmail.com

[linkedin.com/in/christina-n-jones87](https://www.linkedin.com/in/christina-n-jones87)

Summary

I have over 20 years of experience in customer service in multiple different industries. Throughout my tenure in customer service roles, I've cultivated a robust skill set that revolves around effective communication, problem solving, and meticulous attention to detail. These skills, coupled with my unwavering passion for scientific inquiry, have inspired me to pursue a transition into the realm of lab operations. I enjoy working in fields where my position is able to help others on a daily basis and in the long term. I am eager to embark on a transition into lab operations, leveraging my current expertise and cultivating new skills to thrive in this dynamic domain.

Experience



Student at Bioversity

Bioversity and Massachusetts College of Pharmacy and Health Sciences

Certificate of Completion, Feb 2024

Jan 2024 - Present (2 months)

I am one out of 18 students that went through a competitive application process that included over 120 applicants. This comprehensive 8-week program covers biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, biomanufacturing, professional behavior, communication, and job interview skills.



Patient Service Representative

Codman Square Health Center

Dec 2021 - Mar 2022 (4 months)

Schedule appointments, verify insurance coverage, check patients in and out of clinic. Use nationwide Epic system, Call center setting incoming, perform operator duties.



Senior Member Service Representative

Tufts Health Plan

Sep 2021 - Nov 2021 (3 months)

Answer incoming calls from members about and for Medicare products.

Daily use of different systems avaya agent, maccess, diamond, market prominence and support point



Sortation Associate

Amazon

Oct 2019 - Sep 2021 (2 years)

Sorting and scanning packages for delivery drivers. Following safety guidelines while making nightly quotas.



Call Center Support Representative

SimpliSafe

Feb 2019 - Jun 2019 (5 months)

Answering incoming calls. Troubleshooting and maintaining customer satisfaction. Role included answering calls promptly one ring expectation. Resolving all customer issues before ending the calls providing the best customer experience for each individually. Answers phones and provides customers with answers to questions about the company.



Customer Service Representative

Speedway

May 2018 - Feb 2019 (10 months)

Key holder. Closes and opens store. Keeps track of inventory through dsr to ensure proper order count. Trouble shoots problems on POS servers. Manage money count in register.



Transit Ambassador

Block by Block

Aug 2017 - Jan 2018 (6 months)

Worked with daily Mbta commuters. Kept track of statistics along with filing incident and maintenance reports daily. Provides directions via iPad and transit apps.



Operations and Logistics

The Greater Boston Food Bank

Mar 2016 - Aug 2016 (6 months)

Confirmed all outgoing shipments. ASC software and Macola. Daily auditing and zero count inventory checks.

Sales Attendant

Uptown Beauty Supplies

Jul 2012 - Jan 2016 (3 years 7 months)

Stocking, cleaning, maintaining a balanced register. Inventory counts, making notes when items were low in volume to place new orders.

Education



North Carolina Central University

Aug 2006 - May 2008

Ayer High School

Diploma

2002 - 2006

Skills

Auditing • Computer Operations • Travel and Tourism • Customer Service • Technical Support • Remote Troubleshooting • Material Handling Equipment • Pallet Jack • Patient Registration • Soft Skills

Isaiah Lawton

16 Huckins Street Roxbury, MA 02119

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857-251-2061

I am seeking an entry level scientific operations role at a life sciences company that has opportunities to grow and expand my knowledge in the biotech field. This position will allow me to leverage my experience and education at Bioversity's Biotech Career Foundations certificate course as well as my collaborative mentality.

Professional Work Experience

Boston Children's Hospital, Boston, MA

Nov 2023-Present

Security Officer

- Serve as part of a team responsible for the safety of hospital patrons
- Provide outstanding customer service to patients and caregivers, providing a calm, personable presence for children and parents experiencing difficult situations
- Helps customers around the hospital or helps get them an escort.
- Complete tours around the building.
- Maintain at all times a high level of awareness of surroundings and potential issues
- Stay engaged with the kids and keep my focus on them when doing a patient watch.
- Monitor all activity inside and outside of the building for everyone's safety.

Northeastern University, Boston, MA

June 2023-Nov 2023

Security Officer

- Take care of college students and our staff's needs with anything around the school.
- Received payment for parking garages and parking lots on campus.
- Made the time to direct people to where they needed to be.
- I gave a helping hand to the company by representing the school for visitors, staff, and students.
- Did security for all students who played sports/practiced in public.

Primark, Boston, MA

Sep 2022-June 2023

Cashier/Retail Clerk

- Take care of customer's needs with any items in stores.
- Put clothes that people no longer wanted back on the sales floor.
- Repacked clothing to make them look presentable in the store.

Stop & Shop, Dorchester, MA

Oct 2021-Sep 2022

Cashier/Clerk

- Took care of customers' groceries in the store.
- Stocked shelves when the items were not in place.

- Brought carts back to the store's area if necessary.

Boston Medical Center, Boston, MA

June 2022-Aug 2022

Pharmacy Technician in Training

- Assisted Pharmacy technicians with creating labels for medication.
- Showed flexibility by volunteering to work at other pharmacies, for example medication pharmacy within the main building.

Salvation Army, Dorchester, MA

July 2019-Aug 2019

Teacher Assistant/ Youth Intern

- Supervised field trips and activities for children ages 3 to 5 years old
- Maintained a daycare environment's cleanliness.
- Prepared daily meals for children.

Interests

- At home gardening
- Home improvement (Hardwood floor refinishing, roofing, etc).

Taylor Lopez

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(857)-385-9363

Summary

Highly-motivated, results-oriented professional with diverse work experiences seeking to transition into the biopharma setting. Seeking an entry level role where I can use my skills and abilities to help advance the scientific discovery process. Consistently demonstrate effective communication, display reliability, exhibit strong attention to detail, maintain punctuality and adaptability, with a proven proficiency in problem-solving. Currently a student in Bioversity's Biotech Careers Foundation certificate training, an 8-week, intensive program that provides hands-on learning and experience to excel in a scientific operations job. I was selected for the first cohort of 18 students out of a 120+ applicant pool. After completing this program, I will be able to demonstrate & recognize basic science concepts and equipment, health and safety protocols & procedures in a lab, waste management functions, and biomanufacturing processes and environment.

Skills

Effective And Empathetic Communicator

- As an Uber driver, I assist customers to get to their destination on-time through my positive attitude and communication skills.
- My empathetic communication and listening skills ensured the safety and well-being of Pine Street Inn clients during their rehabilitation and after stabilization.

Reliable and Detail-Oriented

- At Santander Bank, my background in organizing and mathematics enabled me to meticulously manage a precise, efficient, and accurate cash drawer and work area as a bank teller. As a valet cashier, I proactively managed and maintained receipts and records for both customers and the company, adeptly collecting and processing payments to ensure seamless operations.
- During my time at the Boys and Girls Club of Dorchester, I diligently collected and documented membership accounts, demonstrating a commitment to reliability and attention to detail in administrative tasks.

Expert Problem-Solver

- Throughout various roles, I have consistently demonstrated an ability to resolve clients' and patients' needs, questions, and concerns, showcasing strong interpersonal skills.
- As a bank teller, I adeptly identified customer concerns and needs, taking proactive steps to answer inquiries and ensure satisfaction
- While at Cornerstone Caregiving and Pine Street Inn, my problem-solving and mediation skills were invaluable in resolving client issues and maintaining positive relationships

Professional Experience(selected):

Uber Driver: Uber, Boston, MA	October 2019 - Present
Home Health Aide: Cornerstone Caregiving, Norwood, MA	April 2022 - April 2023
Administrative assistant: Pine St Inn, Boston, MA	March 2019 - May 2020
Bank Teller 1: Santander Bank, Boston, MA	September 2017 - December 2018
Receptionist: Boys and Girls Club of Dorchester, Dorchester, MA	January 2016 - July 2016

Overnight Valet: VPNE, Boston, MA

March 2015 - September 2015

Awards and Recognition:

Employee of the Month- Cornerstone Caregiving, March, 2023

Excellence & Achievement Award- BYSN Boston Youth Service Network, 2016

Education:

Bioersity & Massachusetts College of Pharmacy, Biotech Career Foundations

Certificate of Completion Received Feb. 2014

College Bound Dorchester, HISET

April 2016

Boston Arts Academy

2009-2012

Strengths: Dependability, quick learner, timeliness, self-presentation, multitasking, empathy, written and verbal communication, cash handling and mathematics, data entry

Devonte Medley
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Objective:

To secure a challenging, entry-level position in a Biotech company where I can use the skills I have learned while gaining experience and expanding my knowledge.

Education:

- 11/2022-present** Massasoit Community College ~ Crime and Justice Studies
1/2024- 2/2024 Bioersivity & Massachusetts College of Pharmacy: Biotech Career Foundations Certificate of Completion
- Successfully completed an 8-week intensive training learning basics of lab operations, professional development, and basic science concepts.
- 09/2021-5/2022** University of Massachusetts Dartmouth
2018-2021 Brockton High School – *Diploma Received Spring 2021*
- *Principal's Award*
 - *John and Abigail Adams Scholarship*

Professional Experience:

Averhealth **09/2023- 01/2024**
Patient Care Technician

- Admit new patients and add their information into the database while keeping the chain of custody.
- Trained new employees on the complex system of operations.
- Travel around the state as needed to open, run, and close sites.
- Perform supervised urine, oral, and hair follicle tests with proper PPE.
- Used communication skills to de-escalate challenging clients.

Planet Fitness **01/2023- 08/2023**
Shift Lead/Assistant Manager

- Provide potential new clients with a tour of the facility and enroll new members.
- Promoted to Shift Lead and Assistant Manager.
- Open and close fitness center as needed and travel to other centers in need of assistance.
- Follow script protocol when a potential new client calls to request new information.
- Sanitize fitness machines and locker rooms daily and ensure a clean, safe experience.
- Record data of money accumulated and prepare bank deposit slips for the following day.

Skills:

- Provide outstanding customer service
- Critical Thinking
- Ability to be a team player
- Resilient
- Dedicated and determined
- Reliable, responsible, honest
- Excellent Time Management
- Ability to multi-task

References Available Upon Request

AARON ONYANGO

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SUMMARY:

As a dedicated employee, having worked in food service at Sweetgreen for almost eight years and rose through the ranks in an inclusive, diverse work environment that strongly emphasizes collaboration among team members, I was able to cultivate and utilize strong communication skills to meet critical deadlines and enhance team productivity. My associates degree with a major in accounting, coupled with the completion of the course for Certified Accounting Technician (CAT) from ACCA and experience in my role as accounts assistant in CSWCT, all show my ability in understanding of finance and attention to detail and being able to work with software. A skilled analytical problem solver, with meticulous attention to detail, who is committed to continuous learning and adapting to emerging trends, I believe I can make valuable contributions to the success of scientific endeavors as they make advances and breakthroughs in biotech, which has been an ongoing desire of mine since I witnessed a friend's mom have a long fight against and succumb to breast cancer during my youth.

KEY STRENGTHS:

- **Leadership Abilities:** As a shift leader at Sweetgreen restaurant, I demonstrate leadership skill in every shift I manage. Overseeing the team in food preparation process, service, and making sure that quality and standards are adhered to. I thrive in a fast-paced environment and consistently meet and exceed performance expectations to contribute to team excellence.
- **Organization Skills:** In addition to providing excellent customer service, I consistently monitor and contribute to maintaining a clean and organized dining area, including other sectors in the restaurant such as the kitchen, dish area, office and staff common areas. While working at Dialysis Clinic Incorporated (DCI), I orchestrated transportation logistics for patients attending dialysis and medical appointments, proficiently utilized New England/Tufts Medical Center hospital software to create account numbers, and schedule appointments with physicians and nephrologists. Additionally, I covered and executed all front desk responsibilities, including prompt and professional phone call responses.
- **Interpersonal and Communication Skills:** This skill was perfected when I worked at the Dialysis Clinic Incorporated (DCI), directly meeting over 300 patients a week, where I performed comprehensive patient documentation, recording and maintaining surveys, charts, demographics, consent forms and other critical records. I also had a lot of

personal interactions during my volunteer work with ABCD-VITA program, preparing and filing taxes for lower income Boston residents and families in 2013 and again in 2016.

EXPERIENCE:

- **Sweetgreen Restaurant** Aug. 2017 – Present
Shift Leader
- **Dialysis Clinic Incorporated (DCI)** May 2013 – Sept 2014
Social Work Assistant
- **ABCD_VITA Jan** April 2013 & Also 2016
Volunteer Tax Preparer
- **CSWCT (Ngamba Island)** Dec. 2010 – Nov. 2012
Finance/Accounts Assistant
- **Bata Shoe Store Franchise** Feb. 2007 – Sept. 2009
Store Manager

EDUCATION:

- **Bioversity and Massachusetts College of Pharmacy and Health Sciences**
Biotech Career Foundations, Certificate of Completion (Expected Feb 2024)
- **Mattapan/ Greater Boston Technology Learning Center, Inc**
Computer and Network Technical Support June 2019
- **Bunker Hill Community College Boston MA**
Associate in Science in Business Administration (Accounting Major) May 2016
- **Zenith Business College, Kampala, Uganda** Dec. 2008
Association of Chartered Certified Accountants (ACCA) UK: Certified Accounting Technician (CAT) Certificate

PROFESSIONAL MEMBERSHIPS:

- LabOps Unite

CLARISSA RAMIREZ

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WWW.LINKEDIN.COM/IN/CLARISSABRAMIREZ

OBJECTIVE

Dedicated and detail-oriented professional seeking an entry-level scientific operations role where I can leverage my strong organizational skills and ability to handle multiple projects simultaneously to contribute to the success of the team and organization.

SKILLS & ABILITIES

My strengths lie in my keen social intelligence and my ability to thrive as a team player. I excel in understanding and navigating interpersonal dynamics, allowing me to foster strong relationships and collaborate effectively with colleagues. I believe that my knack for empathy and communication not only enhances team cohesion but also drives collective success.

EXPERIENCE

2019-2023

Lead Dental Instructor

Lincoln Technical Institute | Somerville, MA

- Supervised student training in dental offices and classroom settings.
- CPR Instructor

2017-2019

Lead Dental Assistant

Avalon Dental Center | Somerville / Cambridge, MA

- Providing patient help with oral hygiene.
- Dental supply inventory by checking stock to determine inventory levels and placing and expediting orders for supplies.
- Infection Control / Radiology / Bloodborne Pathogen

EDUCATION

January 2024 - Present

Bioversity & Massachusetts College of Pharmacy and Health Sciences

Currently part of the first cohort of Biotech Career Foundations certificate program at Bioversity. I am one out of 18 students that went through a competitive application process that included over 120 applicants. This comprehensive 8-week program covers biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, biomanufacturing, professional behavior, communication, and job interview skills.

2016 -2017

Lincoln Technical Institute

Somerville, MA

AWARDS

Excellence in Dental Instruction Award – 3rd Quarter 2022

LAZARO RIVERA

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Linkedin www.linkedin.com/in/lazarorivera0

SUMMARY

In my 10 years in food and beverage I have worked in every position from busser to cook, and eventually management. I developed good communication and flexibility skills. I'm also good at adapting to any situation. I enjoy working on teams and getting the best result. I'm currently looking to start a new career in the biotech industry in an entry-level scientific operations role. Through my training at Bioversity, I have gained some great transferable skills that I can bring over to the industry.

SKILLS & ABILITIES

Flexibility: I bring a strong capacity to work varied hours, while arriving early and staying late even on holidays and birthday showcasing.

Adaptability: I'm able to adapt to fast pace and changing environments, quick thinking and problem solving. That stems from my experience in restaurants where things can be calm one moment, then very chaotic the next.

Mentoring: I've been a mentor to my sibling and teammates all my life in the sense that a lot of them come to me for my opinions or advice on things they are uncertain of and I feel it's because I don't sugar coat anything and will give you a genuine answer.

Delegating: I'm good at putting my skills to use based on the need at that moment, which largely stems from my manager experience at McDonalds.

Public Speaking: I developed this skill while I was growing up and my baseball coach used to be a very good public speaker and I asked him how he did so effortlessly. He told me basically to imagine it's just you and nobody else and just speak and then eventually it becomes second nature.

Collaboration: I'm very good at working with others since my role as a lead server consisted of working groups.

WORK HISTORY | BANQUETS SERVER

Wynn Resort | Encore Boston June 2019 - Current

I'm accountable for managing assigned table tasks, executing thorough prep work including the setup of buffet stations, and

ensuring a clean and organized environment for patrons at the conclusion of each shift.

IN-ROOM DINING SERVER

Kimpton Hotels | Marlowe Hotel Cambridge August 2017- 2023

Duties include receiving and preparing guest room service orders. As well as delivering it to there rooms

BANQUET HOUSEMAN

Omni Orlando Resort | March 2015 – March 2016

I was part of a collaborative team that was responsible for banquets for various events at the hotel. This involved arranging elements such as dance floors, stages, tables and chairs and with precision and attention to detail ensuring seamless execution for events.

MCDONALD'S

MANAGER | CHAMPIONS GATE FLORIDA Dec 2014 – July 2017

I oversaw the daily operation in the restaurant, taking charge of inventory management, scheduling, and maintaining high cleanliness. I ensured the efficient and organized functioning of the restaurant to uphold a superior level of service all while supervising at least 20 employees or more per shift.

EDUCATION | Enrolled In Bioversity

I am one out of 18 students that went through a competitive application process that included over 120 applicants. This comprehensive 8-week program covers biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, biomanufacturing, professional behavior, communication, and job interview skills.

Mid Florida Tech, Orlando Florida
GED - 2015

Phyllis Robinson

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Summary:

I am an experienced professional with a versatile background in service-related roles, known for a friendly approach and a relentless drive for success. I am currently completing the Bioversity/Massachusetts College of Pharmacy's "Biotech Career Foundations" certificate training program. I am one out of 18 students that went through a competitive application process that included over 120 applicants. This comprehensive 8-week program covers biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, biomanufacturing, professional behavior, communication, and job interview skills.

Skills and Abilities:

Laboratory Skills and Safety: Understand basic science concepts and equipment associated with lab work, trained in laboratory environmental health and safety standards, Good Documentation Practice (GDP), facility cleaning, hazardous waste management functions, and management of lab and manufacturing inventory.

Customer Service: Demonstrated adept communication skills and effectively addressed diverse needs in roles spanning substitute teaching, patient care coordination, and van driving, ensuring a seamless and positive experience for individuals across various settings.

Problem Solving: Blended adaptability and effective problem-solving skills to successfully navigate challenges as a patient services representative, substitute teacher and bus monitor.

Leadership and Team Building: Demonstrated leadership and team-building abilities while assisting teachers, teaching Music and Movement, and coordinating with colleagues across various educational settings.

Administrative Support: Demonstrated attention to detail and successfully performed administrative support duties in various professional settings, including managing calls, interacting with clients/patients, and supporting organizational efficiency.

Operational Proficiency: Proven operational competency in the transportation field as a streetcar motor person, bus monitor, and van driver, consistently prioritizing passenger safety and maximizing operational efficiency. Adept at inventory management and adherence to sanitation guidelines, showcased in my role as an assistant salon stylist.

Technical Skills: Well-versed in Microsoft Office Suite, including Excel, Word, Outlook, and PowerPoint. Certifications: CPR certified with a 7D License.

Work Experience:

Substitute Teacher

Jan. 2022 - Dec 2023

Boston Public Schools - Boston, MA

- Experience instructing students in grades 1st to K-0.
- Proficient in teaching Music and Movement

- Actively participated in recess and lunchtime supervision, and assisted fellow teachers with classroom responsibilities, showcasing adaptability and teamwork.

Patient Service Representative

Dec. 2016 – Feb. 2019

Massachusetts General Hospital - Boston, MA

- Proficient in handling various responsibilities, including answering incoming calls, warmly greeting patients, managing important fax correspondence
- Efficiently checked patients in and out for their appointments, ensuring seamless operational flow and an exceptional patient experience

Stylist Assistant

Epiphany Hare Care Studio - West Roxbury, MA

March 2016 – Sept. 2017

Universal Hair Care - Brighton, MA

July 2010 - July 2011

Olive's Beauty Salon - Newton, MA

Feb. 2007 – Sept. 2010

- Assisted head stylists in meeting clients' hair care needs, including shampooing, deep conditioning, and coloring.
- Maintained adherence to the salon's sanitation guidelines to ensure a clean and hygienic environment.
- Responsible for stocking shampoo stations with the appropriate solutions, ensuring seamless operations.

Transportation Services

Van Driver

Mar 2015 - Mar 2016

Phylcia's Children's Transportation - Boston, MA

Part-time Streetcar Motor Person

Aug 2011 - July 2013

Massachusetts Bay Transportation Authority - Boston, MA

Bus Monitor

Dec 2010 - Sept 2011

Boston Public Schools - Boston, MA

Education:

Certificate – Biotech Career Foundations Program

Jan 2024 - Present

Bioversity (a MassBio Initiative)- Boston, MA

Intermediate School Education in Early Childhood Education

Jan 2022 - Sept 2023

Boston Public Schools - Dorchester, MA

Intermediate School Education in Medical Assisting

Jan 2015 - April 2015

Lincoln Tech; Lincoln Educational Services; LCT - Somerville, MA

License in Cosmetology

Mar 2004

Blaine Beauty School - Boston, MA

High School Diploma in Dance

June 2002

Boston Arts Academy - Boston, MA

LUIS TORIBIO

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www.linkedin.com/in/luis-toribio-

SUMMARY:

Experienced and dedicated Laboratory Maintenance professional with a decade-long track record in hospitals, BLS2 labs, and clean rooms. My commitment to maintaining immaculate work environment underscores my dedication to my work and adherence to health and safety standards. I prioritize strict safety protocols to ensure personnel well-being and experiment integrity. Currently enrolled in Bioversity's Biotech Career Foundations program, where I'm gaining knowledge and skills in science fundamentals, laboratory practices, safety standards, Good Documentation practices (GDP), facility cleaning, hazardous waste, and inventory control. Eager to broaden my experience in the Biotech/laboratory environment.

SKILLS:

- **Lab Cleaning:** Proficient in performing specialized cleaning tasks within clean room and BSL2 labs.
- **Adherence to Safety Protocols:** Ensure a secure hazard-free laboratory environment through strict adherence to safety protocols.
- **Hygiene Maintenance:** Upholds highest levels of hygiene and sanitation in hospital and laboratory settings.
- **Attention to Detail:** Meticulously maintains cleanliness standards with a keen eye for detail.
- **Team Collaboration:** Collaborates effectively within a team contributing to a positive and productive work environment.
- **Specialized Skills:** Biowaste management, laboratory safety practices, spill response expertise.

WORK EXPERIENCE

HARVARD UNIVERSITY, Cambridge, MA

Nov 2015 - Present

Custodian, Contamination Control Cleaner Cleanroom, Labs BSL2, (CNS and SEAS Labs)

- I serve as a vital member of the team responsible for maintaining the highest standards of cleanliness and safety within our cutting-edge laboratory facilities, ensuring the integrity of BSL2 lab and cleanroom environments. Proven expertise in specialized lab cleaning and safety protocols. Trained in spill response, biowastes disposal, disinfection and handling of bloodborne pathogens.
- Performs routine and specialized cleaning of academic and non-academic spaces, including but not limited to offices, dormitories, laboratories, libraries, classrooms. Empties and cleans trash and recycling receptacles and moves trash and recyclables to designated pick-up points. Operates heavy-duty wet pick-up machines to remove liquids from floor surfaces.

Spaulding Rehabilitation Hospital Cambridge, MA
Environmental Services Project Worker (per Diem)

Mar 2014 - Present

- Responsible for strategic hospital projects and functions including training and coach new employees on project equipment handling
- Remove and compact solid and regulated waste; Collect and transport hazardous waste
- Responsible for daily functions of Xenex UV Light Disinfection Device
- Collect and sanitize medical equipment
- Pick-up and deliver stock items upon request; stock incoming chemical inventory in designated are; maintain inventory supply count
- Scrub, re-finish, clean, and repair floor areas with the appropriate equipment and chemicals

Boston College, Chestnut Hill, MA
Custodial on call

Oct 2013 - May 2014

South Shore Hospital, Weymouth, MA
Environmental Services Project Worker (per Diem)

April 2012 - May 2013

Tufts Medical Center, Boston MA
ESD Service Aide

Jan 2010 - April 2012

REFERENCES:

Jorge Mendoza:

Supervisor Environmental Service (Harvard University and Spaulding Hospital) cell: 617-934-9869

Luis Romero:

Supervisor housekeeping (Tufts Medical and Spaulding Hospital) cell: 617-918-3461

EDUCATION :

Bioversity - *Biotech Career Foundations Program:*

Jan - Feb 2024

Selected as 1 of 18 participants in the program through a competitive application process that included more than 120 applicants this is a Comprehensive 8-week program covering Biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, bio manufacturing, professional behavior, communication, and job interview skills.

UASD (Autonomous University of Santo Domingo) - Santo Domingo, Dominican Republic

Sept 2001 - May 2005

Industrial Engineering (not completed)

Certified in Hard Floor Care - Casey Engineered Maintenance Systems (2015)

Jelissa Vega
(617) 276-2399 | jelissav52@gmail.com
<https://www.linkedin.com/in/jelissa-vega52/>

Summary

Accomplished and strategic manager with a proven track record of leading teams to success. Experienced in driving organizational objectives, optimizing processes, and fostering collaborative work environments. Recognized for strong leadership, excellent communication, and problem-solving skills. Seeking a career transition into Lab Operations to apply my analytical mindset and commitment to excellence. Passionate about transitioning managerial skills to excel in Lab Operations, and eager to contribute my leadership and problem-solving abilities in a dynamic and challenging environment.

Key Skills:

Team Leadership and Collaboration, Strategic Planning and Decision-Making, Process Optimization and Efficiency, Effective Communication and Relationship Building, Project Management and Cross-Functional Collaboration, and Adaptability and Learning Swiftly.

Education:

Bioversity & Massachusetts College of Pharmacy and Health Sciences

Certificate of Completion: Biotech Career Foundations Program **January – February 2024**

I am one out of 18 students that went through a competitive application process that included over 120 applicants. This comprehensive 8-week program covers biotech industry insights, lab skills, safety standards, GDP, facility management, inventory control, biomanufacturing, professional behavior, communication, and job interview skills.

GED – Lare Training Center

July 2012

Professional Experience:

Senior Team Leader-Manager – Target - Boston, MA

January 2019 - May 2019

- Skills: Management, Sales Intuition, Strategic Leadership, Coaching, Operations, Logistics, Visual Merchandising, Planograms.

Merchandise Service Coordinator - Ulta Beauty – Boston, MA

July 2018 -September 2018

- Skills: Management, Operations, Coaching, Adaptability, Strategic Leadership, Command Instinct, Sales Intuition.

Sales Lead - Loft Outlet Somerville & Boston, MA

October 2017 - May 2018

- Skills: Coaching, Adaptability, Strategic Leadership, Target Fixation, Command Instinct, Sales Intuition.

Sales Associate - Nordstrom Rack Boston, MA

November 2015-July 2016

- Skills: Knowledge of Product and Services, Communications, Customer Service, Sales.

Seasonal Beauty Advisor/Cashier – Sephora Boston, MA

October 2014-December 2014

- Skills: Knowledge of Products and Services, Communications and Customer Service Skills, Sales.

Technical Skills:

- Microsoft Office, Microsoft PowerPoint, Microsoft Excel, Microsoft Word, Visual Merchandising.
- Received Blood Borne Pathogen Training.

Josiah Wade-Green

Dorchester, Massachusetts, United States

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[linkedin.com/in/josiah-wade-green](https://www.linkedin.com/in/josiah-wade-green)

Summary

I am a dynamic individual with a versatile skill set and a positive demeanor, driven by a passion for life and a commitment to success. As a Lab operations candidate, I bring a solid educational foundation, proficiency in laboratory procedures, and diverse experience in roles such as material handler and security guard. Eager to contribute my skills and enthusiasm to an innovative team in the field of biotechnology.

Experience



Security Guard

Game On Fenway

July 2021-present (2 years 7 months)



Student at Bioversity

Certificate of Completion Biotech Career Foundations from Bioversity and MA College of Pharmacy and Health Sciences

Jan 2024 - Present (2 months)



Material Handler II

Beth Israel Lahey Health

Sep 2019 - Nov 2022 (3 years 3 months)



Retail Associate

Primark

Apr 2019 - Sep 2019 (6 months)



Debate Judge

Boston Debate League

Feb 2019 - Mar 2019 (2 months)

I was a part of the Boston Debate League as a debater in high school and upon graduation I was invited back on several occasions to come back as an alumni and support my high school team in their rounds that I wasn't judging.

Education



Northeastern University

Certificate , Non-Professional General Legal Studies
(Undergraduate) Jul 2018 - May 2019

Skills

Retail • Cashiering • Customer Service • Security • Communication • Comprehensive Listening
• Conflict Resolution • Easily Adaptable • Peer Mediation • Mediation