

RAUSHAN LEDGISTER

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SUMMARY: With a foundation in customer-centric problem solving, shipping and receiving experience, and teamwork skills cultivated in the retail sector, I am eager to leverage my transferable skills and passion for science to transition into an entry-level scientific operations role in the biotech field.

BIOVERSITY: The Biotech Career Foundations certificate program, designed and taught in partnership with the Massachusetts College of Pharmacy and Health Sciences, provides a comprehensive curriculum including practical hands-on training to prepare people for early-career scientific operations roles. During the eight-week course we received training in typical equipment and supplies found in a lab, EHS, inventory management, shipping and receiving, gas cylinder safety, and hazardous waste management. We also practiced professional behavior such as attendance and timeliness, professional communication skills, and cultivating interviewing skills.

WORK **HARVARD UNIVERSITY**

EXPERIENCE: **Mail Services Operations Specialist** (April 2023 – October 2023)

- Received packages from multiple delivery companies throughout the day and shipped packages from campus.
- Labeled and delivered packages to 12 different buildings so they reached students before deadlines.
- Ensured accuracy and troubleshoot errors.

QATAR AIRWAYS

Pax Agent for Swissport LLC (April 2022 – August 2022)

- Printed tickets for customers and helped them board their flight when it arrived.
- Communicated with TSA and other international airlines.
- Worked in luggage department resolving customer issues.

WALGREENS

Inventory Specialist (September 2022 - December 2022)

- Managed deliveries from shipping trucks
- Ensured accuracy in pharmacy medication amounts
- Covered other departments and assisted teammates in need to maintain normal operations

EDUCATION: **Bioversity - Biotech Career Foundations**

Certificate of Completion - May 2024

Grafton Job Corps -Trade School

Medical Assistant 2019

Boston Arts Academy - High School Education

Visual Arts Major 2012-2018

SKILLS & ABILITIES: **Cooperation:** Working with airline security and international airlines to make sure people get on their flights on time. Pitching in with team members when they needed help to ensure efficient operations.

Inventory Management: Making sure different supplies from the store were sectioned of based on the amount of inventory we had. When we didn't have a specific item in stock, I had to put an order in depending on type of product based of the time of year.

Dependability: Doing what it takes to help management with challenges during busy times and when customers needed extra assistance.

**AWARDS,
RECOGNITION,
ACTIVITES:**

- Distributed food for the American Red Cross
- Volunteer for the Food Network
- Volunteer Food Server at Mustard Seed
- Volunteer Mover at Lab Central