

## CARL CADET

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With 10 years of education and leadership experience, I've recently completed the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My education and leadership background, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm eager to apply my collaborative and leadership skills to benefit your team.

### EDUCATION

**Bioversity – Biotech Career Foundations**  
Certificate of Completion

Jun 2024

### ENDICOTT COLLEGE

Master's Degree in Educational Leadership & Software Systems

May 2022

### UNIVERSITY OF MASSACHUSETTS BOSTON

Bachelor of Science in Sports Leadership & Administration

May 2020

### MASSASOIT COMMUNITY COLLEGE

Associates Degree in Liberal Arts

May 2018

### EXPERIENCE

#### Lead Instructor

#### 3 Point Foundation

Sep 2023 – May 2024

- Work with other program staff to ensure all goals are on track, including academic and social-emotional skill development outcomes.
- Provide the Director of Education and program staff with relevant and timely data regarding families and students.
- Keep appropriate records, files and documentation to facilitate effective program delivery, including rosters, attendance records, and summaries of questions and/or reflections on what students learned

#### Asst. Director of Admissions / DEI Associate / Football Coach

**St. Mark's School, Southborough, MA**

Jun 2022 – June 2023

- Served as a key member of the Admission Committee, responsible for reading and evaluating admission files
- Interviewed and evaluated prospective candidates.
- Assisted in providing diversity-focused training for various groups of students, faculty, and staff

#### Project Leader / Manager

**Astro Pak Corp, Haverhill MA**

Jan 2016 – Dec 2018

Astro Pak provides services to over 15 sectors including: Biotechnology, Pharmaceutical, Aerospace, Semiconductor, and other selected Industrial markets.

- Experienced with CGMP training to work in clean room conditions for biopharmaceuticals, large industrials, NASA space center. Responsible for contacting clients and setting up jobs.
- Installed, and set up operation for Astro Pak equipment to customer's systems to execute chemical cleaning process
- Worked with various chemicals including but not limited to: citric, caustic and other hazardous chemicals
- Completed all required Safety Training including PPE and OSHA Certification
- Maintained a clean work area to CEO (Clean, Efficient, Organized)/5S Standards
- Maintained equipment and ensure that equipment is calibrated and in good working order

## **SKILLS**

- **Leadership** - As a well-respected leader of young men & women in the Northeast I have been an agent of positive change by providing an Inclusive, Diverse and Equitable platform for all youth. Founded a Non-profit to help continue growth and development through youth football activities.
- **Team Work/Collaborative** – As a former collegiate athlete and current coach I understand the importance of working in a team environment to achieve success. I have the ability to work with diverse groups and navigate information clearly.

## **VOLUNTEER WORK**

I am a Member and Mentee of My Brother's Keeper – Boston, Massachusetts

## **LANGUAGES SPOKEN**

Multi-lingual Fluent in English, French, and Haitian Creole

## Africa Crosson

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### PROFILE

After six years working at the Postal Service, I am enrolled in the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My postal service background, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm eager to apply my adaptability and attention to detail skills to benefit your team.

### EDUCATION

**Bioversity – Biotech Career Foundations**  
Certificate of Completion

May 2024 - June 2024

**Prince Georges Community College**  
Mass Communication

August 2004 – Jan 2006

### EXPERIENCE

**Census Field Representative**, Boston, MA

May 2020 – Sept 2020

- Interviewed residents to gather and record accurate information about their households.
- Maintained regular communication with leadership to report progress and issues that may arise.
- Completed assignments on time to meet daily and weekly quotas for household visits and data collection.

**Mail Handler/Acting Supervisor USPS**, Capitol Heights, MD

June 2013 – Sept 2019

- Processed mail through machines and sorting systems with attention to detail to ensure that mail is handled accurately and in a timely manner.
- Directed a team of employees to process the mail on time.
- Performed audits to solve why mail was going to the wrong places and communicate the issue and solution to management.

**Safety Team Associate\ Sales Associate, Walmart**, Clinton, MD

Oct 2010 – Jan 2013

- Collaborated with management and coworkers on how to keep the store safe and clean for customers and employees.
- Aided customers when they needed assistance finding an item, explaining how something works and, making suggestions based off their needs.

### SKILLS

- Adaptability: Demonstrated the ability to be flexible within different roles and environments, in different positions and companies.
- Dependability: I am someone who is dependable and able to be counted on to do their work in a timely manner without the need for micromanaging.
- Attention to detail: Demonstrated the ability to successfully perform work where errors could cause problems and set the company and team behind. I also paid close attention to the tiniest of details to find errors.

### AWARDS/RECOGNITIONS/VOLUNTEER WORK

Employee of the month USPS

June 2014

## David Foy

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### PROFILE

With 5 years of event management experience, I've recently completed the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My event operations background, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm eager to apply my problem-solving and communication skills to benefit your team.

### EDUCATION

Bioversity – Biotech Career Foundations

June 2024 Certificate of Completion

Southern New Hampshire University

Expected Graduation Bachelor of Science in Information Technology

August 2025

With a focus in Business Management

### EXPERIENCE

#### Event Manager

Hiberian Hall, Boston

August 2019 - Present

Guided team members to provide excellent customer service to clients.

Produced data analysis to gauge effectiveness of event operations.

Instituted a respectful learning environment to ensure event success.

Supervised the completion of play productions, concerts, banquets, etc.

#### Real Estate Salesperson

YPC Real Estate, Massachusetts

Sept 2022 - Present

Strengthened communication with team members and clients for productivity.

Cultivated career coaching and real estate readiness for new hires.

Assembled a blueprint for negotiations on behalf of clients.

Mapped out plans to secure multiple properties from sellers in my territory.

### SKILLS

Problem Solving – Communication – Adaptability – Management – Numerically Adept - Leadership

Lab Safety – Organization – Facility Maintenance – Lab Equipment – Laboratory Procurement

Data Analysis – Python – Database Systems – SQL – Cybersecurity - Troubleshooting

### AWARDS/RECOGNITIONS/VOLUNTEER WORK

Bridgewater Metro Boston Sports Group – Defensive Coordinator

April 2024 - Present

National Society of Leadership and Success

February 2024

### LANGUAGES SPOKEN

Moderate in Spanish

# Christian Grant

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I am currently attending the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My carpenter/coder background combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I am eager to apply my adaptability and critical thinking to the contributions of your company.

## EDUCATION/ CERTIFICATIONS

**Bioversity – Biotech Career Foundations**  
Certificate of Completion

June 2024

**Youth Build Boston**

September 2020 – January 2021

First Aid/ CPR Certification

OSHA 10 Certification

NCCER (National Center for Construction Education and Research) Certification

**Resilient Coders**

September 2017- January 2018

Certificate of Completion

## EXPERIENCE

**Laborer/Carpenters Apprentice**

November 2023 – Present Day

**Andaz Construction Company, Boston MA**

- Performed demo, building, painting exterior/interior walls, and measurements
- Gained skills including the use of power tools
- Developed language and technique skills
- Created opportunities to teach others what I've learned

## Event Staff

**Roxbury Community College, Boston, MA**

October 2022 - Present Day

- Managed the set-up and breakdown of equipment for the college's events
- Oversaw event operations including set-up and breakdown
- Checked members in utilizing a check-in system

## SKILLS

- Patience requires an immense amount of energy but definitely is one of the most important skillsets that anyone can acquire. Working as a Security Guard for 5 years, helped me understand what the virtue meant.
- Active listening modifies the trust between both speaker and listener, and allows communication to flow without delay or discourse. As a Carpenters apprentice, asking questions when confused is very important because one small mistake can be your life or anyone else's.

## Sydney Haber-Mattie

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### PROFILE

With over 10 years of retail experience, I am currently enrolled in the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My retail background, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm confident my skills, including attention to detail and dependability, will benefit your team.

### EDUCATION

**Bioversity – Biotech Career Foundations**

June 2024

Certificate of Completion

**Massachusetts Bay Community College**

2016-2018

Business Administration Associates Degree, General

### EXPERIENCE

**Merchandise Coordinator, HomeGoods, Norwell, MA**

March 2018- May 2024

- Independently managed three departments.
- Processed, replenished, and maintained lamps, mirrors, and wall décor daily.
- Optimized the presentation of merchandise to attract and enhance consumer sales.

**Department Head, Ocean State Job Lot, Marshfield, MA**

April 2015- October 2015

- Communicated any issues to store management in a timely fashion to prevent or resolve problems
- Performed sales transactions and responded to customer complaints and/or concerns to strength customer relationships

### SKILLS

- Attention to detail: Skilled at producing thorough and visually appealing work to maximize customer appeal and increase sales
- Dependability: Demonstrated the ability to take my own initiative to finish tasks on time

# Julissa Maldonado

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## PROFILE

With two years of intermediate experience in biology and nursing while attending school, I am currently enrolled in the Biotech Career Foundations certificate program offered by Bioversity in collaboration with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences field. My educational background coupled with the technical and soft skills acquired from the program prepare me well as a candidate. I am enthusiastic about applying my skills that include adaptability, organization, and attention to detail, to contribute to the success of your team.

## EDUCATION

**Bioversity – Biotech Career Foundations**

May 2024 – June 2024

Certificate of Completion

**UMASS Boston – Boston, MA**

Current

Nursing

**Boston Arts Academy – Boston, MA**

September 2016 – June 2020

Certificate of Highschool Completion

## EXPERIENCE

**Customer Service Associate**

**View Boston, Boston, MA**

December 2023- Current

- Engaged and communicated with customers to fulfill orders and resolve inquiries
- Handled tasks such as resolving customer inquiries and coordinating operations

**Customer Service Associate**

**United States Postal Service, Boston, MA**

July 2021- August 2023

- Ensured by strict adherence to regulations and mail security
- Managed high volumes of mail and tracking shipments, and ensured accurate labeling and sorting as a Window Clerk at USPS

## SKILLS

- Attention to detail: Ensuring accuracy in processing transactions, handling sensitive information, and managing inventory translates well into roles requiring precision, such as laboratory work and data analysis in life science settings.
- Organizational skills: Managing large volumes of mail and maintaining orderly records demonstrates organizational skills valuable for managing laboratory samples, inventory, and documentation in biotech settings
- Problem solving and adaptability: Able to quickly adapt to changing priorities and environments, demonstrated in retail and postal service roles, is crucial in the dynamic and evolving field of life sciences.

## LANGUAGES SPOKEN

- Fluent in English
- Some Spanish

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## Profile

After dedicating 7 years to a successful career as a pharmacy technician, I've made the exciting decision to transition into the field of biotechnology. I've recently completed the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. My journey has given me a strong skill set that I am eager to showcase in a behind-the-scenes role within life sciences. Drawing from my experience in pharmacy, I know I can bring a strong attention to detail, a deep understanding of pharmaceuticals, and a commitment to excellence to the team.

## Education/Certifications

Bioversity – Biotech Career Foundations   Certificate of Completion	June 2024
Pharmacy Technician Certification Board   PTCB Certified Pharmacy Technician	November 2023
Bunker Hill Community College   Certificate in Licensed Pharmacy Technician	September 2015 – May 2016
Keene State College   B.S in Architecture	August 2012 – December 2014
Match High School   High School Diploma	September 2008 – May 2012

## Experience

**Pharmacy Technician | CVS Specialty Pharmacy | Boston, MA** April 2022 – March 2024

- Served as a patient outreach coordinator: called patients to refill prescriptions and set up delivery for those prescriptions.
- Managed and maintained all drug inventory within the pharmacy as an inventory specialist.
- Typed up prescriptions received from fax, electronically or verbally.
- Took verbal prescriptions over the phone from provider's office.
- Created shipping labels and packed orders for delivery.

**Pharmacy Technician | Boston Medical Center Pharmacy at Codman | Boston, MA** November 2019 – February 2020

- Assisted all pharmacy, store customers, and incoming callers with their questions and concerns.
- Maintained patient confidentiality according to HIPAA and company standards.
- Accessed, inputted, and retrieved patient information to/from the computer.
- Dispensed medication (except CII's) for patients to pick up.

**Pharmacy Technician | Coram CVS/Specialty Infusion Services | Boston, MA** July 2019 – October 2019

- Prepared and cleaned sterile products to be compounded.
- Maintained the pharmacy clean room to 797 requirements.
- Complete order entry and refills under the supervision of the pharmacist.
- Reported when inventory was low.

**Pharmacy Technician | Eaton Apothecary | Boston, MA** August 2017 – November 2018

- Assisted all pharmacy, store customers, and incoming callers with their questions and concerns.
- Maintained patient confidentiality according to HIPAA and company standards.
- Accessed, inputted and retrieved patient information to/from the computer.
- Dispensed medication (except CII's) for patients to pick up.
- Restocked drugs (except CII's) as permitted by law.

## Skills

- Attention to detail
- Organized
- Punctual
- Adaptable



## **Dariana L. Ocasio**

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### **PROFILE**

With 10 years of dental assistant experience, I've recently completed the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My dental background, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm eager to apply my attention to detail, organization and adaptability skills to benefit your team.

### **EDUCATION**

#### **Bioversity & Massachusetts College of Pharmacy and Health Sciences**

June 2024

Currently part of the third cohort of Biotech Career Foundations certificate program at Bioversity. I am one out of 12 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,

#### **Everest Institute- Dental Assistant**

February - August 2013

Certificate of Completion

### **EXPERIENCE**

#### **Ortho Assistant**

##### **Tend Dental, Downtown & Kendall Square, MA**

November 2021 - October 2022

- Updated MSDS binder, ensuring that we were up to regulatory protocol
- Oversaw the shipping and receiving processes, ensuring accurate and timely delivery of dental supplies and equipment.
- Provided leadership and support to the dental team. Offered assistance as needed to optimize workflow and ensure excellent patient care.
- Managed and maintained dental office inventory, ensuring accurate stock levels and timely replenishment

#### **Temp Dental Assistant**

##### **Stynt, (Multiple locations) MA**

May 2017- February 2021

- Managed the sterilization area and operator rooms ensuring that rooms and instruments are clean and sterilized
- Controlled the flow of daily procedure ensuring that the dentist's primary focus is on our patients
- Adhered to protocols and procedures meticulously, to ensure seamless daily operations and maintain a high standard of quality and efficiency.

### **SKILLS**

- Attention to Detail: By providing superb attention to detail, I ensured patient safety and the success of procedures
- Organized: I exercised strong organizational skills and time management. As a dental assistant, I successfully completed multiple tasks and appointments

- Adaptability: Working as a temp dental assistant, in various offices almost every day, has honed my adaptability and flexibility skills, allowing me to seamlessly integrate into different teams and environments while consistently delivering high-quality patient care.

**LANGUAGES SPOKEN**

Fluent in English and Spanish

# Karina Ramirez

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## PROFILE

With eleven years of experience in the retail industry, I am enrolled in the Biotech Career Foundations certificate program designed by Bioversity, in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My retail background, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm eager to apply my perseverance, resourcefulness, and dependability to benefit your team.

## EDUCATION

**Bioversity – Biotech Career Foundations**  
Certificate of Completion

June 2024

**Fisher College**  
Bachelors in Human Services

May 2018

## EXPERIENCE

### Store Market Manager

**For Eyes Optical**, Boston, MA

January 2023 - April 2024

- Managed a team of four opticians by giving and receiving feedback, held ongoing development conversations, and led by example on the sales floor
- Operated general store systems, inventory databases, and business operations to ensure that the store and doctor's office were in compliance and all machines were properly functioning

### Sales Manager/Apprentice Optician

**Warby Parker**, Dedham, MA

January 2022 – January 2023

- Oversaw all business operations including scheduling needs, transfer orders, audits, inventory management and business sales & exceed weekly sales target by 15%
- Onboarded and helped train newly hired employees.
- Successfully led them through remote orientation process, sales training, and product knowledge

## SKILLS

- **Dependability:** Demonstrated my reliability by running a business as the sole employee for six months and all business needs were met in a timely manner.
- **Perseverance:** Ensured all tasks were completed while operating the business on my own i.e. inventory, business meeting presentations, patient care.
- **Resourceful:** Entered a business with little knowledge of Opticianry. I taught myself Opticianry to be able to cater to the patients seen on a daily basis.

## Indira Ramos

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### PROFILE

With 10 years' experience in human services, I've recently completed the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My customer service and analytical skills, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm eager to apply my expertise, highlighted through roles that involved direct client support, fostering relationships, and ensuring client satisfaction. My skills in managing financial accuracy, improving operational processes, and conducting comprehensive research can significantly benefit your team.

### Bioversity – Biotech Career Foundations

May 2024 — June 2024

#### Certificate of Completion

Bioversity & Massachusetts College of Pharmacy and Health Sciences

Currently part of the third cohort of Biotech Career Foundations certificate program at Bioversity. I am one out of 12 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, inventory control, biomanufacturing, professional behavior.

- Acquired hands-on experience in molecular biology techniques.
- Gained proficiency in bioinformatics tools and data analysis.
- Developed an understanding of biotech industry regulations and compliance.

### Quincy College

Biotechnology & Good Manufacturing Practice

September 2023 — Present

### EXPERIENCE

#### Program Director, Family Support

#### Department Elementary and Secondary Education Program

Bay Cove, 66 Canal Street, Boston, Massachusetts

November 2016 — December 2020

- Led program operations and clinical services, emphasizing improvement and quality, while also nurturing partnerships with agency partners.
- Supervised staff to meet standards, provided 24-hour support, managed time and attendance, implemented billing systems, and ensured financial accuracy.
- Built alliances for comprehensive family care access.

#### Family Support / Elementary Second Education Coordinator

Bay Cove, 66 Canal Street, Boston, Massachusetts

December 2013 — May 2017

- Contributed to family support and DESE plans, by offering training and translation services to families.
- Managed recruitment, training, and payroll for relief workers, acted as a liaison between families and DDS, and maintained accurate documentation.
- Facilitated Mass Health, connected clients with community resources, and participated in meetings to achieve long-term goals.

#### Supported Housing Specialist, Individual Supports Program

Bay Cove, 66 Canal Street, Boston, Massachusetts

July 2011– December 2013

- Address client's daily needs, fostering independence and teaching socialization and daily living skills.
- Assisted in developing Service Action Plans and supported individuals in achieving their goals
- Provided transportation, organized leisure activities, and advocated for clients' needs while teaching

various life skills.

**Administrative Assistant,**

**USA Department of State**, Boston, MA

January 2006 – October 2010

- Summarized research findings effectively and managed complaint resolution.
- Ensured quality control in verifying application data accuracy.
- Trained Support Associates and communicated with stakeholders.
- Identified trends and areas for process improvement through case analyses.

**SKILLS**

- Possess remarkable organizational skills and attention to detail
- Ability to think creatively and collaboratively to problem solve in a complex environment while interacting effectively with people across various social levels and across diverse cultures.
- Significant ability to build and sustain excellent relationships with colleagues, senior management, and external providers/stakeholders
- Demonstrated team player with exceptionally strong interpersonal skills while maintaining professional composure when dealing with unusual circumstances

**AWARDS/RECOGNITIONS/VOLUNTEER WORK**

Employee of the month for Kelly Services, December 2009

Certification of Appreciation from Department of State, 2013

**LANGUAGES SPOKEN**

Fluent in multiple languages including Cape Verdean Creole, Portuguese, Spanish.

# Jasmine Staples

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## **PROFILE**

With over seven years of diverse employment history, I am currently enrolled in the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My strong background in administrative and dental assistant roles, combined with the technical and soft skills gained from the program, make me well-suited for a career in this field. I am eager to apply my problem-solving abilities and adaptable skillset to benefit your team.

## **EDUCATION**

### **Bioversity – Biotech Career Foundations**

June 2024

Certificate of Completion

- Time management
- Team collaboration
- Autoclave Sterilization
- Laminar Flow Hoods and Biological Safety Cabinets
- Understanding of laboratory safety protocols
- Reporting and presentation skills
- Operation and maintenance of lab equipment
- Problem-solving

### **Cambridge College**

July 2023- June 2025

Bachelors in Arts-Human Service

## **EXPERIENCE**

### **Image Archive Assistant**

January 2020 - Current

#### **Beth Israel Lahey Health, Boston, MA**

- Uploaded and digitized patient X-ray images, and inputted patient information into EPIC , AMBRA, and PACS system.
- Managed patient X-ray image requests electronically (AMBRA), via telephone, email, fax, mail, or in-person pickup.
- Provided accurate and timely second opinions with radiology reports, particularly for challenging or ambiguous cases per physicians' request. Communicated results and recommendations clearly and effectively to referring physicians and healthcare providers.

### **Data Entry Coordinator**

#### **Commonwealth Corp, Somerville Homeless Coalition, Somerville, MA**

Aug. 2022- June 2023

- Assisted with day-to-day scheduling of deliveries, packing of orders, and delivery program volunteer training. Designed improvements to client check-in VESTA HMIS system and restructured home delivery schedule.
- Assisted with client intakes and reauthorization calls. Helped the greater Commonwealth Corps community, including participating in cross-site learning groups, writing a short profile for the CC newsletter, connecting with other members on our online platforms, and attending optional social/service events.

**Surgical Dental Assistant**

Sept. 2017- Dec 2019

**Boston University Henry M. Goldman School of Dental Medicine** Boston, MA

- Assisted the surgeon with all chairside procedures including operatory setup, anesthesia administration, and cleanup.
- Prepared and sterilized surgical instruments, materials, and equipment in accordance with infection control and biohazard protocols.
- Prepared, broke down, disinfected, and sterilized treatment rooms and instruments, maintaining strict compliance with infection control, CDC, OSHA, and HIPAA regulations.

**SKILLS**

- **Problem-Solving:** Demonstrated ability to analyze complex situations and develop effective solutions, ensuring optimal outcomes in various clinical and administrative settings.
- **Results-Oriented:** Proven track record of meeting and exceeding performance goals, consistently delivering high-quality work under tight deadlines.
- **Adaptable:** Highly flexible and capable of adjusting to new environments, technologies, and procedures quickly and efficiently, ensuring smooth transitions and continuity of operations

**AWARDS/INTERNSHIPS****THE NATIONAL SOCIETY OF LEADERSHIP AND SUCCESS**

September 2023

Cambridge College chapter

4.0 GPA

**AmeriCorps Vista Service**

July 2021-August 2021

Epilepsy Foundation New England

**Department of Transitional Assistant – Internship**

Data Entry Specialist- Data Analytics Department

March 2016- April 2017

# Jacqueline Wingard

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## PROFILE

As a motivated individual with a strong foundation in customer service and administration, I've recently completed the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. I am seeking to transition into an early-career role in the life sciences. My customer service background, combined with technical and soft skills from the program, make me well-suited for a career in life sciences. I'm eager to apply my attention to detail and time management skills to benefit your team.

## EDUCATION

**Bioversity – Biotech Career Foundations**

June 2024

Certificate of Completion

**Charlestown High**

September 2004 - June 2007

Diploma

## EXPERIENCE

### Receptionist

**KNF&T/Project Hope, Boston**

August 2023 (Temporary)

- Managed all incoming phone calls and communicated efficiently exercising professionalism
- Provided excellent customer service, addressed inquiries, and resolved issues effectively.
- Demonstrated strong problem-solving skills to enhance operational efficiency.

### Event Staff

**John Leonard, Boston**

June 2023 (Temporary)

- Provided administrative support during events, including security monitoring and attendee assistance.
- Offered information and guidance to attendees, ensuring a positive experience.

### Receptionist

**Herb Chambers BMW, Medford**

April 2022–July 2022

- Maintained accounting spreadsheets, and documents to assure their accuracy.
- Maintained efficient office operations through calendar management and directing phone calls.
- Successfully processed sales transactions and provided exceptional customer service.

### Receptionist & Activities Assistant

**Laurel Ridge Treatment Center, Boston**

April 2020–June 2021

- Organized paperwork and appointments for residents, demonstrating multitasking administrative efficiency
- Facilitated communication, settled disputes, and made announcements to staff and residents, to foster a cohesive environment.
- Assisted in organizing weekly activities, to promote resident engagement and well-being.
- Distributed appropriate PPE to all staff members.



**Personal Care Assistant****Ethos Risk Center, Boston**

December 2017–August 2019

- Provided essential assistance with physical therapy and medical appointments, ensuring client well-being.
- Managed medication schedules and provided support in maintaining a comfortable home environment.

**SKILLS**

- Time Management
- Adaptability
- Attention to Detail

**ACTIVITIES/VOLUNTEER WORK**

Engaged in community organizing and contributed articles to local publications.

Volunteered with Cradles & Crayons to support children in need.