

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.