**Gerald Dortichon**

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**PROFILE**

With years of relevant professional 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. During the eight-week course we received training in a variety of technical skills including lab equipment and supplies, lab safety, inventory management, and CO2 and liquid nitrogen tank safety. My work experience combined with my transferable soft skills and technical skills from the program make me well-suited to transition into an early-career role in the life sciences.

**EDUCATION**

**Bioversity – Biotech Career Foundations** October 2024

Certificate of Completion

**Per Scholas- IT program**

Certificate of CompletionJune 2023

**Knoxville College** June 2010

Bachelor’s Degree

**WORK EXPERIENCE**

**Lead Lab Technician**

The Broad Institute January 2021- November 2022

* Tracked and processed live COVID-19 samples for multiple school districts.
* Adhered to OSHA standards and used top tier technological programs to ensure all samples were received and recorded accurately and timely.
* Managed the entire lifecycle of biomaterials, including receiving, recording, tracking, storing, and disposing of biological and genetic samples to ensure efficient lab operations and compliance with safety protocols.

**Tier 2 Support/Helpdesk**

**SimpliSafe** March 2017- December 2020

* Actively delivered all-encompassing support for customers using SimpliSafe’s extensive catalog of products and proprietary cutting edge security technology.
* Assisted clients remotely in the complete process of installation of their alarm system to troubleshooting components that were not operating to standard.
* Maintained a rotating catalog of old and new clients and had one of the highest retention rates and overall performance and client satisfaction metrics in the company.

**SKILLS**

* Leadership: I have a knack for being able to delegate tasks to the teammates most equipped to handle them while ensuring their natural proclivities and qualities can flourish in the workplace. I did this in my time as a supervisor with Live Nation where I made sure the roles of my security team were adequately staffed.
* Resourceful: I am very adept at using all the tools available to me to be able to complete the objective at hand, whether that be ensuring laboratory equipment is operating up to standard or trying to find a solution to a complex helpdesk inquiry.