

# Kale Abrha

857-209-6182 | abrhakale@gmail.com | Cambridge, Massachusetts  
www.linkedin.com/in/kale-abrha

## PROFILE

I recently completed the Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. With experience as a Quality Associate and a background in service industry, I am eager to leverage my transferable skills, technical training, and passion for biotech to advance into an early-career lab operations role.

## Relevant Technical Training

- Performed sampling in cleanroom environments, following proper gowning procedures per SOP guidelines. Worked within biosafety cabinets (BSCs) and fume hoods for sampling and carried out cleaning procedures for BSCs as part of a routine maintenance.
- Utilized pipettes, including multichannel pipettes, serological pipettes, and a pipette gun, to conduct bulk sampling for testing in a cleanroom environment.
- Completed training in hazardous chemical identification, biosafety, bloodborne pathogens, and chemical hygiene to ensure compliance with lab safety protocols.

## Professional and Transferable Skills

- Initiative: Took on additional responsibilities, including coordinating shipment logistics, customer pickups, and workflow improvements with contracted clients. Developed a streamlined Smartsheet tracking system for unclaimed bags, which was adopted across multiple sites, leading to a promotion to an Event Manager.
- Adaptability: Quickly adapted to Python and data analysis tools (JupyterLab, Pandas) in a summer research program, converting PDFs to CSVs and using regression models to analyze socioeconomic factors in flood risk remediation.
- Inventory: Utilized inventory management systems, including LIMS and SAP, for tracking and organizing samples.

## EDUCATION

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

May 2025

**University of Massachusetts Amherst**  
*Received 110 Credits toward a BSc in Chemistry*

Sep 2018- May 2022

## EXPERIENCE

### Event Manager

**The Mobile Locker Team**, Boston, MA

Aug 2023- Current

- Oversee intake, storage, and retrieval of customer belongings, ensuring accurate inventory tracking, organization, and compliance. Maintain records by tracking supplies and restocking as needed.
- Manage event operations, coordinating with security and headquarters for smooth workflow. Regularly update security point of contact on bag count to ensure accurate tracking.

**Quality Associate - Contractor****Moderna Therapeutics, Norwood, MA**

Sep 2022 – Jun 2023

- Conducted analytical testing (pH, conductivity, Truscan RM spectroscopy) and executed sampling in aseptic cleanroom, ensuring accurate calibration records and controlled document logging.
- Inspected Mobius single-use assembly kits, verifying COAs, gamma sterilization indicator, and product integrity while maintaining GMP compliance.
- Ensured BSC cleanliness through decontamination protocols, followed safety regulations for PPE and chemical handling, and escalated deviations to QA as needed.

**Undergraduate Laboratory Research Assistant****Independent Study, Amherst, MA**

Feb 2022- May 2022

- Worked as part of a team to use software programs to model how proteins and ligands might interact based on provided templates, helping analyze potential connections related to Alzheimer's research.
- Collaborated to simulate interactions and analyzed patterns to better understand protein behavior and how mutations in ligands might contribute to conditions like Alzheimer's.
- Engaged in hands-on lab work with teammates, performing PCR and bacterial transformation to test findings-while results weren't successful, the process provided valuable learning experience.

**Undergraduate Research Assistant****TUFTS and UMass REU Internship, Amherst, MA**

June 2021- August 2021

- Collaborated with a team to conduct statistical analyses, including regression models and T-tests, to validate hypotheses and extract insights from datasets.
- Applied spatial modeling at the county/state level as part of a team effort, integrating socio-economic data to enhance research findings.

## Pedro Borrero

617-359-5169 | pjborrero04@gmail.com | Boston, MA

[linkedin.com/in/pedro-borrero-](https://www.linkedin.com/in/pedro-borrero-)

### PROFILE

I recently completed the Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After 3 years of professional experience in the United States Navy, I am eager to leverage my transferable skills, and technical training to transition into an early-career lab operations role.

### Relevant Technical Training

- Safely working in hazardous environments
- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, operational safety
- Recently received Biosafety and Bloodborne Pathogen and Chemical Hygiene trainings

### Professional and Transferable Skills

- Attention to Detail: Oversaw and executed deck operations such as line handling and seamanship tasks aboard Navy vessels. Led teams during critical operations, including mooring, anchoring, damage control, and underway replenishment.
- Supervisory: As my division's primary supervisor, I orchestrated various training exercises from how to drop the ship's anchor to how to drive and control the speed of the ship. Dedicated to proper watch standing in accordance with Navy standard technical manual, or the ship's commanding officer.
- Leadership: Demonstrated leadership by taking initiative, leading by example, and assuming responsibility to contribute to the successful execution of team and organizational objectives.

### EDUCATION

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

May 2025

**The English High School**  
High School Diploma

June 2021

### EXPERIENCE

**Boatswain Mate 3<sup>rd</sup> Class**  
**US NAVY, Virginia**

April 2024 – January 2025

- Managed inventory and logged equipment, ensuring accurate tracking and proper maintenance of supplies to support daily operations.
- Mentored sailors through high-pressure loss of steering drills under the direct observation of the Ship's Commanding Officer, fostering confidence, composure, and crisis leadership. Elevated team readiness and strengthened operational flexibility.
- Led a team of 20 sailors through 50 complex and high-risk operations with zero mishaps, including small boat operations, sea and anchor details, and underway replenishments. I prioritized safety compliance at every stage, ensuring all procedures met strict naval standards. During three forward-deployed patrols, I oversaw the safe transfer of 2.5 million gallons of fuel and 300 pallets of cargo from ship to ship.

**Boatswain Mate Seaman**  
**US NAVY, Japan**

January 2022 – April 2024

- Conducted communication training for routine and crisis situations, emphasizing clear and concise reporting during deck evolutions, technical issues, and lookout duties to ensure vessel safety and quick crew response to hazards.
- Supervised 6 junior sailors in preserving 180,000+ sq ft of the ship's hull and key spaces, including fueling stations, anchor chain locker, crew areas, and mooring stations.

# Davidson Debrosse

929-553-1020 | Davidson.Kriss@gmail.com | Boston, MA  
<https://www.linkedin.com/in/davidson-debrosse/>

## PROFILE

I recently completed the Biotech Career Foundations certificate program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After four years of professional experience as a pharmacy tech, I am eager to leverage my transferable skills and technical training to transition into an early-career lab operations role.

## Technical Training

- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, gas cylinder safety
- Recently received Biosafety and Bloodborne Pathogen and Chemical Hygiene trainings

## Professional and Transferable Skills

- Quick Learner: Adapted to new environments and mastered equipment, enabling me to train new hires on effectively managing job-specific tools.
- Critical Thinking: Took initiative to assist in remapping the department floor plan to accommodate new equipment safely and efficiently.
- Problem Solving: Created backup plans for the prescription process and equipment to use in case of breakdowns. Troubleshooted issues with prescriptions.

## EDUCATION

**Bioversity – Biotech Career Foundations** May 2025  
Certificate of Completion

**The Salvation Army Kroc Center Culinary Arts Training Program** May 2019  
Certificate of Program | MA Jr. Apprenticeship | SERV Safe Food Handler's Certification

**Endicott College – Boston** May 2016  
Associates in Business Management and Finance

## EXPERIENCE

**LI Script** April 2021- March 2025  
Pharmacy Tech

- Ensured accurate prescription processing and regulatory compliance, maintaining high standards of safety and quality control.
- Collaborated cross-functionally with healthcare professionals to optimize medication management, demonstrating strong teamwork and communication skills.
- Leveraged pharmacy software systems for precise data management and provided patient education, highlighting attention to detail and commitment to compliance.

**NYS Homeowner Housing Funds** March 2022 - August 2023  
Case Manager

- Conducted detailed analysis of complex documentation such as comprehensive assessments of homeowners' financial situations to identify mortgage challenges to ensure accuracy, compliance, and alignment with regulatory requirements.

- Maintained precise records and provided strategic guidance, demonstrating strong project coordination skills and commitment to process improvement. Verified and analyzed documentation to support mortgage modification and payment negotiation processes
- Facilitated cross-functional communication between financial institutions and courts, streamlining mortgage grant information flow and supporting successful homeowner negotiations during COVID-19.

**Columbus Hospitality Group, Sorellina Fine Dining**

March 2019 - March 2020

**Sous Chef**

- Streamlined operations by managing food inventory, optimizing workflows, and minimizing waste, ensuring efficiency and cost-effectiveness.
- Implemented and monitored compliance protocols stringent sanitation protocols and cost-effective food controls to maintain quality standards, ensuring adherence to regulatory guidelines and maintaining high operational standards.

**Certifications**

**National Restaurant Association:** SERV Safe Food Handler Certificate 2023

**America Red Cross:** Adult and Child CPR and First Aid, AED 2024

**Massachusetts Restaurant Association:** Certificate of Allergen Awareness 2024

**Languages Spoken:** Fluent in English, French and Haitian Creole

# Joze Gabriel Dorcinvil

857-565-6695 | d\_joze@yahoo.com | Boston Mass | [www.linkedin.com/in/joze-jr25](http://www.linkedin.com/in/joze-jr25)

## PROFILE

I recently completed the Biotech Career Foundations certificate program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After 12 years of professional experience in customer engagement including six years as a security manager, I am eager to apply my transferable skills, technical training, and passion for biotechnology and healthcare in an early-career lab operations role.

## Relevant Technical Training

- Safely working in lab settings and ability to respond to emergencies proficiently
- Hazardous chemical identification and classification
- Received training in inventory control, pipetting techniques, and ensuring the safe handling of gas cylinders.

## Professional and Transferable Skills

- Leadership: Led a team of 33 public safety Officers at Boston Children's Hospital to ensure the safety of clients, visitors, patients and property (access control, emergency response, first aid).
- Adaptability: Adapted swiftly to changes in work environment, team dynamics, and staffing during the COVID-19 pandemic, earning recognition for maintaining operational efficiency through transitions at Boston Children's Hospital.
- Teamwork and Collaboration: Collaborated with diverse teams and clients at Franciscan Hospital, leveraging attention to detail, patience, and problem-solving skills to deliver thoughtful, effective security solutions.

## EDUCATION

### Bioversity – Biotech Career Foundations

May 2025

Certificate of Completion

### Labouré College

January 2016 - May 2018

Completed 23 credits toward a Nursing degree

## EXPERIENCE

### Public Safety/Security Manager (Lieutenant)

October 2016 - Current

### Boston Children's Hospital/ Franciscan/ 300 Longwood Avenue

- Develop and implement security protocols to safeguard confidential research data, intellectual property, and proprietary materials.
- Ensure adherence to safety and security guidelines while maintaining a strong focus on minimizing operational disruption in a fast-paced environment.
- Manage emergency response procedures, collaborating with medical and emergency teams to ensure quick and effective actions during critical incidents.

### Kitchen, Dietary Aid/Supervisor

### Parkwell Nursing Home, Hyde Park Massachusetts

October 2014 - June 2016

- Maintained cleanliness and organization in food storage and preparation areas, following strict hygiene standards and safety regulations.
- Monitored food quality and freshness, ensuring compliance with health and safety guidelines, minimizing risks associated with foodborne illnesses.

**CPR certification | Fluent in English, French and Haitian Creole**

# Stephanie Dorsey

617-639-6773 | [stephanied518@gmail.com](mailto:stephanied518@gmail.com) | Norwood, Ma  
[Stephanie Dorsey | LinkedIn](#)

## PROFILE

I recently completed Bioversity's Biotech Career Foundations certificate program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After gaining hands-on experience as a courier and floor coverer, I am eager to leverage my transferable skills, technical training, and passion for biotech to transition into an early-career lab operations role.

## Relevant Technical Training

- Safely working in hazardous environments
- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, gas cylinder safety
- Recently received Biosafety and Bloodborne Pathogen and Chemical Hygiene trainings

## Professional and Transferable Skills

- Workplace Safety and Compliance: Maintained a clean work environment to ensure a safe work space while adhering to safety protocol.
- Adaptability: As an apprentice in a new field, I followed the instruction of senior floor coverers to ensure the integrity and quality of the floor covering process; quickly taking on additional responsibilities showcasing my ability to adapt in short period of time.
- Teamwork: Provided regular updates to the team regarding progress, challenges and material requirements to meet the fiscal deadline.

## EDUCATION

### Bioversity – Biotech Career Foundations

April 2025

Certificate of Completion

### Mass Bay Community College

May-2027

Associates of Applied Science in Biotechnology (Expected Completion)

## EXPERIENCE

### Courier

#### RTD Logistics, Boston, MA

October 2024-Current

- Transported medical supplies, specimens, and equipment to various healthcare facilities, ensuring timely and safe deliveries.
- Communicated effectively with providers and staff regarding special handling of goods to maintain the integrity of samples.
- Implemented safety protocols for transporting sensitive materials, including temperature sensitive samples, ensuring compliance with medical regulations.

### Floor Coverer Apprentice

#### Local 2168, Boston, MA

June 2019-May 2022

- Assisted senior installers with measuring and preparing the flooring surface for accurate installation to ensure high quality finish and meet customer satisfaction.
- Transported the right flooring materials to the correct location on time to guarantee efficient work for senior installers.

**Paraprofessional****Boston Public Schools, Boston, Ma**

September 2011-June 2019

- Provided one-on-one and small group support to students with diverse learning and behavioral needs, under the supervision of a classified special education teacher.
- Assisted with the implementation of Individualized Education Programs (IEP) adapting activities to meet specific student goals.
- Monitored student progress and behavior, documented observations and reported to the lead teacher.
- Collaborated with teachers, therapist, and families to foster an inclusive and supportive classroom environment.



## **Sthephanie Francois**

857-258-3763 | [sthephaniefrancois15@gmail.com](mailto:sthephaniefrancois15@gmail.com) | Norwood, MA 02062

[www.linkedin.com/in/sthephanie-francois](https://www.linkedin.com/in/sthephanie-francois)

### **PROFILE**

I recently completed Bioversity's Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After four years of professional experience in administration, I am eager to leverage my transferable skills and technical training to transition into an early-career lab operations role.

### **Technical Training**

- Laboratory safety
- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, gas cylinder safety

### **Professional and Transferable Skills**

- Problem Solving & Critical Thinking: Taking problems that seem difficult and using critical thought to identify outside the box solutions to address customers' complaints and questions.
- Adaptability: Able to quickly learn and adapt to new environments. Within two training days, I became proficient enough as an E-comm Store Shopper to work independently.
- Communication: Effectively engage with customers to understand their needs, enhance their experience, and ensure satisfaction.

### **EDUCATION**

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

May 2025

**Unity School of Business**  
Diploma: Secretarial Studies

November 2018 - October 2021

### **EXPERIENCE**

#### **Secretary**

**Faculty of Agronomy and Veterinary Medicine, Haiti**

October 2023- July 2024

- Organized and maintained executive calendar to ensure efficient day to day functioning of the company.
- Prepared reports, presentations, and meeting agendas to facilitate the smooth execution of activities.
- Completed tasks, including letter writing, answering phone calls and planning meetings, in a timely and effective manner to meet deadlines and enhance workflow efficiency.

#### **Secretary**

**AQUA-ELECTROTECH, Haiti**

February 2022- October 2023

- Provided excellent customer service to guests, enhancing their purchase experience through attentive service and a friendly demeanor.
- Processed payments and invoices to ensure accurate billing and timely payments of customers.
- Coordinated with stock staff to ensure effective material delivery, helping to improve our customer satisfaction scores by 15 percent in 2023.

### **LANGUAGES**

- English, French and Haitian Creole

# Janae Frazier

781-964-7126 | Janae107@icloud.com | Boston, MA

[Janae Frazier](#) | [LinkedIn](#)

## PROFILE

I recently completed the Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After gaining experience in customer service, I am eager to leverage my transferable skills, technical training, and passion for Biotechnology to transition into an early-career lab operations role.

## Relevant Technical Training

- Safely working in hazardous environments
- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, gas cylinder safety
- Recently received Biosafety and Bloodborne Pathogen and Chemical Hygiene trainings

## Professional and Transferable Skills

- **Teamwork:** Developed strong teamwork skills while managing high-pressure situations at Showcase Theater. Successfully coordinated with a small team of five to serve thousands of customers efficiently, ensuring smooth operations and customer satisfaction.
- **Adaptability:** Quickly adjusted to the fast-paced environment of a movie theater, mastering responsibilities within days. During a high-demand 4th of July shift, efficiently handled thousands of customers, surpassing expectations and proving my ability to thrive under pressure.
- **Instructing Others:** Took initiative in the absence of shift leaders by assigning tasks and guiding new trainees, ensuring smooth operations and timely customer service. Strengthened leadership skills by managing responsibilities under pressure.

## EDUCATION

### Bioversity – Biotech Career Foundations

Certificate of Completion

May 2025

### Oliver Ames Highschool

Diploma

November 2021- June 2024

## EXPERIENCE

### Concessions

#### Showcase Cinemas-Foxborough, MA

June 2023- December 2023

- Delivered exceptional, high-quality customer service in a fast-paced, diverse, and inclusive environment, consistently going above and beyond to ensure every customer felt valued, was heard, and fully satisfied with their experience. Fostered a welcoming atmosphere, making each interaction memorable.
- Empowered customers to make confident, informed decisions by providing expert guidance and personalized recommendations, ensuring their complete satisfaction with every product and service experience.
- Played a pivotal role in contributing to the team's success by consistently maintaining an upbeat and positive attitude, offering support to colleagues whenever needed, and actively promoting a welcoming, inclusive atmosphere that encouraged collaboration and made everyone feel valued.

# Ja'Quis McIvery

+1 (339)-205-8667 | [jaquismcivery03@gmail.com](mailto:jaquismcivery03@gmail.com) | Roxbury, MA  
[www.linkedin.com/in/jaquismcivery](https://www.linkedin.com/in/jaquismcivery)

## PROFILE

I recently completed Bioversity's Biotech Career Foundations certificate program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After five years of professional experience in customer service, I am eager to leverage my transferable skills, technical training, and passion for biotechnology innovation to transition into an early-career lab operations role.

## Relevant Technical Training

- Safely working in hazardous environments
- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, gas cylinder safety

## Professional and Transferable Skills

- Communication Skills: Strong communication has helped me adapt, collaborate, and provide excellent service, especially at SunRun, where I engaged customers and fostered teamwork.
- Customer Service: Developing a strong work ethic, teamwork, and patience as a cook helped me stay calm under pressure and handle fast-paced environments.
- Inventory Management: Managing inventory at Stop & Shop improved my attention to detail and efficiency, ensuring item availability and customer satisfaction.

## EDUCATION

### Bioversity – Biotech Career Foundations

May 2025

Certificate of Completion

### Norwood High School

September 2018 – June 2022

*Diploma/Graduate*

## EXPERIENCE

### Moving Agent, Wayland, MA

Mayflower Moving Company

July 2024 – August 2024

- Formulated strategic delivery plans to ensure safe and efficient transport of products to customer locations, resulting in 100% on-time deliveries
- Executed successful deliveries with outstanding customer service, leading to consistent positive feedback and numerous client recommendations.

### Project Manager, Worcester, MA

SunRun

March 2024 – July 2024

- Influenced prospective clients to invest in solar products, increasing customer conversion rates within the region.
- Strengthened elevator pitch techniques through consistent door-to-door outreach, boosting success rates and customer engagement.
- Led local sales efforts, consistently surpassing monthly sales targets and contributing to a growth in regional revenue.

### Cashier, Norwood, MA

Stop & Shop Grocery Store

May 2020 – July 2021

- Handled inventory levels by efficiently restocking products during shifts, maintaining well-organized shelves, and ensuring accurate stock counts to prevent shortages or overstock.
- Collaborated with team members to advance checkout time management, reducing wait times and enhancing the overall shopping experience.
- Supervised expiration dates of items and removed expired goods, helping maintain store quality, customer comfortability and compliance with health and safety standards.

## **Evanessa Nkenfack**

857-832-8701 | njifackv@gmail.com | Boston, MA

<https://www.linkedin.com/in/evanessa-nkenfack/>

### **PROFILE**

I recently completed the Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. With a strong foundation in bioinformatics, data analysis, and laboratory processes, I am eager to leverage my technical expertise, problem-solving skills, and passion for life sciences to transition into an early-career lab operations role.

### **Relevant Technical Training**

- Analyzing biological datasets using Python, R, or SQL.
- Preparing, labeling, and storing biological and chemical samples.
- Familiarity with inventory management, pipetting, gas cylinder safety

### **Professional and Transferable Skills**

- Exceptional Communication: Effectively collaborated with researchers and biologists to interpret biological data, present findings, and troubleshoot computational analyses.
- Attention to Detail: Skilled in handling large biological datasets, ensuring data accuracy, and maintaining precise documentation for reproducibility and scientific integrity.
- Adaptability: Comfortable working with diverse software tools and evolving research methodologies, quickly adjusting to new challenges in a fast-paced laboratory.

### **EDUCATION**

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

Certificate of Completion

Expected May 2025

#### **Northeastern University**

Master's Bioinformatics

Expected Dec 2025

#### **Shanghai University**

Bachelor Biomedical Engineering

June 2021

### **EXPERIENCE**

#### **Research Associate, Intern**

**DPrata Lab University of Lisbon, Portugal**

Jan 2025 – March 2025

- Authored clear, concise scientific reports and publications for internal documentation and journal submissions.
- Developed predictive models using supervised learning techniques to classify Alzheimer's disease progression from MRI and biomarker data.
- Created and maintained accurate lab notebooks, reports, and compliance documents.
- Presented research findings to stakeholders at lab meetings to provide status updates.

#### **Teaching Assistant**

**Hohai University, China**

Jan 2022 – Jul 2022

- Evaluated homework, quizzes, and exams, ensuring fair and consistent grading.
- Managed course-related emails, discussion boards, and student inquiries in order to assist professor and keep student informed.

**Languages Spoken:** French, English, Mandarin

# Brice Scott

470-318-9260 | bscott46@icloud.com | Boston, MA 02127  
www.linkedin.com/in/bricescott27

## PROFILE

I am a versatile and driven worker with strong interpersonal and analytical skills. I recently completed the Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After 8 years of professional experience in hospitality and sales, I am eager to leverage my transferable skills, technical training, and passion for microbiology and laboratory processes to transition into an early-career lab operations role to contribute to the growth of a dynamic company.

## Relevant Technical Training

- Safely working in hazardous environments
- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, gas cylinder safety
- Recently received Biosafety and Blood-borne Pathogen and Chemical Hygiene trainings

## Professional and Transferable Skills

- Software Systems Competency: Quickly adapt to new platforms for organizing client and stock information, ensuring seamless data management. Efficiently matched client information across multiple systems to streamline inquiries and improve accessibility.
- Problem Solving: Demonstrated problem-solving skills by synthesizing alternative product options when requested items were unavailable, leveraging available resources to ensure client satisfaction.
- Communication: Provided accurate and up-to-date organizational information to potential clients. Effectively communicated client preferences and requirements across departments to ensure streamlined operations and optimal outcomes.

## EDUCATION

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

March 2025

**Boston University**

98 credits toward BA/BS in Biochemistry and Molecular Biology Major  
Spanish Language and Culture Minor

September 2015 – May 2018

## EXPERIENCE

**Hospitality Associate: Server**

November 2024 – Current

**Lyons Group: Sonsie**, Boston, MA 02115

- Present new products and offerings introduced to the company, adapting to new information and applying it to meet client needs.
- Manage efficiently multiple client orders and process financial transactions using the Toast point-of-sale system, ensuring accuracy and speed.
- Communicate client allergies and to the kitchen staff and follow proper food safety protocol to ensure safe and tailored meal preparation.

**Hospitality Associate: Server**

March 2023 – October 2024

**Coje Management: Ruka Restobar, Boston, MA 02111**

- Trained and mentored new team members, familiarizing them with company policies, procedures, and operational standards to ensure consistency and quality.
- Contributed to achieving over \$500k in combined food and beverage sales while consistently maintaining a tip percentage above 18%, demonstrating attention to detail and financial accountability.

**Hospitality Associate: Server, Host, Bar-back**

February 2017 – February 2023

**Various Establishments, Boston, MA**

- Restocked and conducted inventory of wine, beer, and spirits, maintaining optimal stock levels and ensuring accurate record-keeping.
- Prepared batched cocktails, ensuring precise measurements and consistent flavor profiles for large-scale service, as well as performing routine bar maintenance, warranting equipment was clean, functional, and ready for use.

**Medical Records & Documentation Attendant**

June 2016 - August 2016

**Georgia Eye Partners Surgery Center, Atlanta, GA 30342**

- Cataloged and prepared past patient medical records for offsite digital processing to modernize record keeping and allow for speedier medical reference, in addition to receiving, preparing, and organizing of new patient records to ensure streamlined reference capability.
- Coordinated with senior medical staff to prepare patient records for medical review to certify the adherence to proper medical practice and procedure.

**Languages:** Fluent in English and Spanish

# Bruce Soto

925-683-1995 | [bruce.soto3@gmail.com](mailto:bruce.soto3@gmail.com) | Boston, MA

<https://www.linkedin.com/in/bruce-soto/>

## PROFILE

I recently completed the Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After 4 years of professional experience in customer service and operations, I am eager to leverage my transferable skills and technical training to transition into an early-career lab operations role.

## Relevant Technical Training

- Safely working in hazardous environments
- Hazardous chemical identification and classification
- Familiarity with inventory management, pipetting, gas cylinder safety
- Trained in Biosafety and Bloodborne Pathogen and Chemical Hygiene trainings

## Professional and Transferable Skills

- **Outstanding Communication:** Collaborated with coworkers and customers to address concerns, assist with inventory, and ensure satisfaction. Kept managers informed on inventory issues, resolving them quickly to maintain accurate records and smooth operations.
- **Teamwork:** Contributed to a small operations team, delegating tasks based on individual strengths to ensure timely and accurate completion.
- **Inventory Management:** Managed inventory by monitoring shipments, conducting daily audits, and maintaining accurate stock levels. Coordinated office supply orders based on team needs.

## EDUCATION

**Bioversity – Biotech Career Foundations**

May 2025

Certificate of Completion

**West Roxbury Academy**

June 2013

High School Diploma

## EXPERIENCE

### Operations Specialist

Apple, MA

October 2021 – Nov. 2023

- Streamlined product fulfillment by efficiently managing Runner requests, ensuring timely delivery to both customers and team members while maintaining a focus on exceptional service quality.
- Managed inventory precision by monitoring both sellable and non-sellable products in the inventory management system, identifying variance trends, and implementing corrective actions to optimize accuracy and operational efficiency.
- Enhanced data-driven decision-making by promoting a deep understanding of inventory performance across store teams, providing key insights to leadership for strategic initiatives and improvements.

### Sales Consultant

Sungrade Solar, CA

Jan. 2019 – Dec. 2019

- Optimized client interactions and product installations by applying organizational and time-management skills, ensuring smooth operations and timely execution.
- Demonstrated strong communication and persuasion skills through direct, door-to-door engagement, educating homeowners on sustainable solar energy solutions, while leveraging consultative selling techniques to drive interest and sales.

**Languages Spoken:** Fluent in English and Spanish