**Profile**

A motivated and detail-oriented graduate of Bioversity’s Biotech Career Foundations Certificate Program at UMass Lowell, with a strong background in customer service and hospitality spanning over a decade. Equipped with hands-on technical training and a deep passion for life sciences, I am seeking to leverage my transferable skills and scientific knowledge to contribute to an entry-level laboratory operations role in the Biotech industry.

**Relevant Technical Training**

* Proficient in Microsoft Office Suite
* Experienced with Electronic Record Keeping Systems
* Familiarity with NFPA and GHS ratings
* Accurate tagging and labeling of substances
* Completed UMass Lowell GLP and autoclave safety protocols

**Professional Skills**

* Time management and organization
* Inventory management & recording information in a clear concise way
* Develop updated training protocols for new staff ensuring a smooth transition
* Anticipate coworker needs to enhance workflow
* Skill with identifying problems and delivering practical solutions

**Education**

**Bioversity | Biotech Career Foundations** June 2025

Certificate of Completion

**Andover High School**  June 2011

High School Diploma

**Experience**

**Closing Manager**

*Verrill Farm* | *Concord, MA*  April 2022- present

* Supervise and train a team of seasonal cashiers, improving onboarding efficiency and ensuring proficiency prior to peak seasons
* Coordinate bakery and catering orders with management, streamlining operations and reducing order errors
* Foster positive communication between customers and team members, consistently resolving concerns and contributing to a high-functioning work environment

**Medical Assistant**

*Dr. Bruce Watrous MD* | *Wakefield MA* January 2019 - November 2020

* Accurately recorded patient vitals and medical information, ensuring up-to-date and reliable data to support clinical decision-making
* Researched and interpreted updated medical protocols, proactively guiding the team to maintain full compliance with evolving clinical and administrative standards