BERNICE **SIMON**

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Experienced and well-rounded operations, admin, and lab specialist with a demonstrated history of working over 5 years in the research and supply chain industry as well as a results-driven technical community manager of over 2 years, seeking to use proven Agile (Kanban) knowledge, OOP, and Excel skills to deliver technical management excellence. Strong research professional with a bachelor's degree in Chemistry from the University of Maryland Baltimore County. Currently working with Thermo Fisher Scientific as a Lead Admin Services Coordinator, Operations Technician and Laboratory Scientist - Chemistry, managing improvement processes for technicians, shipments of a plethora of chemical substances and biospecimens as well as federal contract budgeting for supply chain needs. Proven quick learner with cross functional skills ready to take on any task.

EXPERIENCE

JUN 2022 – PRESENT

LEAD ADMINISTRATIVE SERVICES COORDINATOR AND OPERATIONS TECHNICIAN

THERMO FISHER SCIENTIFIC, NCI-CAR AND DMID (GERMANTOWN, MD)

- Utilizes Agile methods and user experience research to streamline efficiency and productivity projects such as new SOPs for weighing, QC checking, and shipping of chemical shipments leading to a 30% cut in technician time under the hood
- Writes Power Automate automations to increase productivity for scanning in thousands of biospecimens a day and email extractions of shipping lists, cutting time by 20%
- Manages federal contract budgeting, reorganization, implementation, and integration of new budgeting management system under Microsoft Dynamics Navision as well as procurement activities
- Participates in forecasting and forecasting meetings to determine prioritized purchases for the upcoming months and contract year as well as summarizing meeting notes for Project and Assistant Project Director needs
- I Inputs orders, making sure to target women owned, veteran owned, or small business owned companies and receives invoices and quotes from procurements
- Designs and formulates PTO and On-Call Excel tracker on Microsoft Teams for ease of labor tracking issues with federal budget tracker
- Works closely with managers to support discrepancies, inventory maintenance and database updates
- Uses an inventory management system (inTrak and Global Trace) for data entry, sample tracking, and management of samples
- Assures compliance to cGMP company quality systems and follows SOPs, facility safety guidelines, and Food & Drug Administration (FDA) requirements

SEP 2019 – JUN 2022

LABORATORY SCIENTIST – CHEMISTRY

THERMO FISHER SCIENTIFIC, WRAIR (ROCKVILLE, MD)

- Wrote and maintained advanced Excel formulations for the processing and organization of over 1 million chemical compound containers saving hundreds of hours in manual checks
- Wrote and created templates for chemical warning labels for hundreds hazardous compounds
- Trained new or temporary employees in computer and laboratory operations
- Assisted in writing SOP's pertaining to laboratory and computer procedures
- Quickly and efficiently processed, received, and sent out chemical orders and shipments from WRAIR to support multiple government divisions and facilities
- Adhered to excellent knowledgeability of good laboratory practice and safety

- Assisted in the validation and maintenance of chemical structures in the chemistry database and other data in the Core laboratory Information Management System (CoreLIMS) including making changes and updating the chemistry database as appropriate
- Processed orders through the CoreLIMS plus hand issue and hand inventory requests observing all OSHA, GLP, and GMP regulations as appropriate
- Properly stored, handled, and disposed compounds in accordance with OSHA and EPA or MDE regulations taking into consideration compound stability, hazards, and potential chemical interactions

EDUCATION

CHEMISTRY (B.S.), UNIVERSITY OF MARYLAND, BALTIMORE COUNTY

CHEMISTRY AND BIOCHEMISTRY (A.S.), MONTGOMERY COLLEGE

SKILLS

Technical knowledge/writing, highly organized, time management, clinical research, technology research, data entry, data analytics, Microsoft Office (expert), Excel, Outlook, Word, PowerPoint, Teams, Zoom, teamwork/team collaboration, computer skills, 100-111 WPM typing speed, Agile (Kanban focused in Asana), leadership, efficiency, streamline and automation, federal contract forecasting, federal contract budgeting, financial analysis, strong attention to detail, dependable, cross functionally trained

ACTIVITIES

MAR 2020– PRESENT

TECHNICAL AND GENERAL COMMUNITY MANAGER – VOLUNTARY, DISCORD (REMOTE)

- Leads multi-disciplinary 5-person team to grow and scale online community from 100 to 12,000 members on Discord and 1,000 members to 100,000+ on Reddit
- Consistently retains 600+ visits and 30+ new members a week with a 13% increase in communications and 30% increase in new weekly member retention through scheduled calendar events and creating a recognition system to reward long standing member
- Develops strategic community insights via community engagement, conversation, and inquiries through self-hosted and customized ticketing system to manage next steps for retention and engagement by utilizing our 3 teams - communications, events, and technical teams
- Took hold of technical manager status at the beginning of a rapidly changing community and continue to manage, run, and edit bots on the server for onboarding and "welcome" automation that keep staff and users safe from spam and hacker campaigns
- Designs and writes technical documentation, guides, announcements, and landing pages for staff and users to keep up with constantly changing needs
- Monitors sister subreddit platform with part time support of auto mod operations and handled manual mod mail inquiries resulting in mitigated thread spam and decrease in rule breakers by 60%
- Manages Tiltify charities for St. Jude's children's hospital with Twitch streamers and other communities

Project Experience
- Operations Improvement Project
  - Drove redevelopment of bot hosting system in use by the team and community members, resulting in 20+ new features and 70% saved on hosting costs
  - Refined recruitment strategy, resulting in increased headcount from 5-person team to 9-person team to handle more community driven interactions and events
  - Reduced unnecessary bot dependency by 25% by creating a plan to merge related bot code into a single, more streamlined manager