

# MEGHAN S. KRAUSE

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## EDUCATION

### University of Maryland, College Park, MD

8/2008 – 5/2012

*Bachelor of Science in Biological Sciences (in progress)*

- College Park Scholar, Cultures of the Americas concentration

## PROFESSIONAL EXPERIENCE

### University of Maryland Medical System, Baltimore, MD

7/2005 – Present

*Support Staff, Information Services and Technology*

- Utilize various reporting software to query and correct entries in a database of over 60,000 for inconsistencies, multiple entries and other errors.
- Organize and maintain multiple databases to ensure data accuracy and compliance with corporate security policies, HIPAA and Sarbanes-Oxley regulations.
- Revitalize procedures to optimize efficiency, customer satisfaction and coworker collaboration through application and database improvements.
- Manage employee accounts for business and clinical applications across the medical system.
- Assist employees with account and login related concerns.
- Mentor and train new employees in over forty applications and protocols.

### University of Maryland, College Park, MD

8/2010 – 5/2011

*Undergraduate Teaching Assistant, Biological Sciences*

- Instructed and assumed administrative responsibilities for a lab of twenty four students per semester.
- Introduced students to scientific skills such as the development and testing of scientific hypotheses, statistical evaluation of results and how to appropriately utilize scholarly resources.
- Taught basic lab skills including microscope use, cell density calculation and modified aseptic technique.

## EXTRACURRICULAR ACTIVITIES

### Terps for Change

9/2011 – 12/2011

*Food and Friends Volunteer*

- Serve individuals with life-threatening illnesses by preparing meals and care packages.

### Terp Service

4/2010

*Group Leader*

- Oversaw more than twenty students in an Anacostia watershed clean-up project and facilitated a structured forum to reflect on the students' role in the community as well as their goals for future service.

### Children's Developmental Clinic

1/2009 – 5/2009

*Mentor*

- Worked individually with disabled children to help improve their social, emotional and physical growth.

## RELEVANT SKILLS

- Exceptional customer service
- In depth understanding of study design
- Advanced Microsoft application expertise
- Familiarity with Crystal Reports, SQL, and SAS
- Knowledge of statistical and calculus based methods of data evaluation