

Awin Qadir
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PROFILE

- Talented Biology graduate with high degree of scientific aptitude
- Unusual quickness in learning new concepts
- Great familiarity with commonly used tools and apparatus in biological experimentations
- Superior knowledge in lab techniques such as Agarose Gel Electrophoresis, Plasmid DNA isolation and purification, PCR, and aseptic technique

EDUCATION

- University of Colorado, Denver, CO — Bachelors in Liberal Arts and Science, Biology, 2011
- Apl-med Academy of Phlebotomy, Denver, CO — Phlebotomy Certification, 2009
- Golden High school, Golden, CO — High school Diploma, 2007

EXPERIENCE

International Customer Support, Thermo Fisher Scientific BioSciences, CO— 2011-Current

- Handle daily phone calls and emails. Place orders submitted via fax, email, online, or by phone
- RNAi product design through proprietary algorithm and sequence verification through blast and NCBI
- Engage in weekly meetings with distributors, product management, technical support, and manufacturing.
- Write SOPs for product placement such as the procedure involved in placing custom siRNA libraries and custom miRIDIANs.
- Extensive background on product knowledge including: transfection reagents, controls, purification kits, enzymes, shRNA, siRNA, etc.

Sales Support Representative, AT&T, Jonesboro, AR — 2011

- Interact with customers and provide prompt and courteous customer service to all customers.
- Developing and maintaining knowledge of wireless services and equipment in order to provide information to the customer.
- Identify and resolve technical problems.

Medical Representative, Hygeia Medical Supplies and Services, Denver, CO — 2010-2011

- Professional etiquette and courtesy when interfacing with customers and patients.
- Ensure order processing procedures facilitate seamless operation between departments.
- Schedule, coach, and organize work assignments.
- Maintain a vast knowledge of medical terminology i.e.. ICD-9 codes and HCPC's codes.
- Resolve any billing or insurance discrepancies to ensure that all patients receive orders in a timely manner.

Virology Intern, Anshcutz Medical Campus Department of Neurology, Aurora, CO — 2009

- Research the molecular mechanism by which Varicella Zoster Virus latency is established and maintained
- Used state-of-the-art techniques including genomics and proteomics, as well as standard techniques such as cDNA analysis by RT-PCR.
- Daily analysis and recording of data collected from research experimentation conducted.

Wellness Ambassador, Pierce Promotions, Denver, CO — 2008-2009

- Provide excellent customer service and support, embrace, and promote health and wellness.
- Continually expand knowledge of health trends and new products to educate customers.

- Develop and maintain merchandising displays for the health and wellness categories in accordance with a plan-o-gram.

Floor Supervisor, Tommy Hilfiger, Denver, CO — 2006-2008

- Maintain a positive, customer-centric attitude by listening, understanding and responding to customer needs while being committed to exceptional customer service.
- Communicate effectively and professionally with all associates and customers.
- Maintain a working knowledge of word-processing, spreadsheet, inventory, Internet and order processing systems.

SKILLS

- Proficient in Microsoft (Word, Excel, Outlook, and Publisher) and Mac (Pages, Keynote, and Numbers) program.
- Fluently speak and understand Kurdish.
- Exceptional listener and communicator, innovative problem-solver who can generate workable solution.
- Goal-driven leader with high performance standards.

REFERENCES

- Available upon request