

Work History

Minister 2022-2023

Overseas Tribal Services, Thornton, CO

- Provided humanitarian services and relief in areas of health, education, sustainability, economic development.
- Drilled water wells
- Built dormitories for students from rural mountainside to stay for they can go to school in the cities
- Speaking engagements with donors, churches, and organizations

Product Specialist/Customer Services, 2019-2021

Trinity Biotech, Kansas City, MO

- HPLC Medical Device Specialist
- Supported Field Service Engineers – troubleshooting, diagnosing hardware problems and resolving software issues
- Provided customer support over phone – troubleshooting and resolving hardware/software issues
- Traveled to customer sites to perform installation, maintenance, and emergency repairs

Minister/Clergy, 2015-2021

First Hmong Alliance Church, Aurora, IL

- Performed duties of minister
- Provided spiritual care of church members

Software Test Engineer Nov 2012 – Dec 2014

Trinity Biotech, Kansas City, MO

- Performed system validation on HPLC Medical Device Systems
- Created System Tests, Integration Tests, Regression Tests, and UAT Scenarios for black box manual testing – using MS Word and Excel
- Designed and executed automated testing for GUI and API verification testing – on simulated testing environment
- Performed Software Risk Analysis, Risk Estimation, Risk Evaluation, and Residual Risk Evaluation to mitigate system hazards
- Tracked and traced test cases to software requirements – TFS, MS Word and Excel
- Coached and assisted testers with Software verification, system validations and bug tracking in TFS
- Communicated and coordinated with programmers to fix defects and anomalies before software release
- Managed multiple testing projects on automated HPLC systems and point of care devices to ensure completion of software verification and system validation prior to software release
- Collaborated with technical manager and programmers to ensure clarity of software design from technical specifications
- Prepared 510k software documentation submission to regulatory agencies for compliance of Medical Device Systems
- Provided technical software training and support for service engineers as well as for internal and external customers
- Performed internal audit for QA
- Performed weekly companywide computer system backup

R&D Chemist July 2009 – November 2012

- Developed method to identify and separate Hb A1c from Hb F in IEX Chromatography
- Optimized HPLC analytical methods for the identification and quantification of Hemoglobin variants
- Created System Tests, Integration Tests, Regression Tests, and UAT Scenarios for black box manual testing – using MS Word and Excel for the Hb Variant platform
- Performed GUI and API verification testing and system validation– HPLC Medical Device Systems and simulated testing environment
- Provided consultation and data interpretation to identify Hemoglobin variants
- Conducted technical training for customers on instrument operations, Hb data interpretation, identifying and quantifying Hb Variants, and preventative maintenance
- Provided technical support to field service engineers and technical sales reps to successfully resolve customer issues
- Evaluated return analytical columns for performance issues

Technical Services Representative June 2005 to 2009

- Performed GUI and API verification testing and system validation on HPLC Medical Device Systems and simulated testing environment
- Assisted customers worldwide by troubleshooting, identifying, and resolving technical issues on HPLC Medical Device Systems
- Conducted technical training for customers on instrument operations and maintenance
- Identified and resolved customer's LIMS/LIS technical interface issues for seamless clinical data transfer
- Performed Preventative Maintenance at customers' site to maintain regulatory compliance

Secondary Math and Science Teacher September 2002 to 2005

Kunming International Academy, Kunming, Yunnan, CHINA

- Coordinated the School's Virtual High School e-learning program
- Maintained and Managed School-wide computer network and the school's website
- Taught Chemistry, Physics, Calculus, Pre-Calculus/Advanced Math, Algebra II, Geometry, HS Choir, HS Assembly Band, and Elementary Guitar and Recorder

Analytical Chemist June 1996 to June 2002

Pfizer Inc, Lee's Summit, MO

- Performed method validation of analytical methods transferred from Pfizer research for product manufacturing
- Performed IQ, OQ, and PQ of instruments used for product testing and analysis
- Implemented, maintained and managed computerized HPLC and GC systems using Waters Millennium and HP Chemstations for continuous operation
- Performed Preventative Maintenance and Calibrations on HPLC components (Waters 2690/2695 Separations Module; Waters 432, 486, 490, and 2486 detectors; Waters 510 and 600E isocratic Pumps; Waters WISP and 717plus autosamplers; Perkin Elmer 600 autosampler; ABI pumps; Waters SAT/IN and LAC/E buses; HP 1090 with PDA detector and HP 1100) and other lab instruments such as TOC, pH meters, HACH amperometric titrator, Conductivity meter and Refractometer for chemical analysis.
- Performed testing of Raw Materials, In Process Samples, Stability and Finished Goods using GC, HPLC, FTIR, NMR, IR, Spectrophotometer, and wet chemistry techniques
- Validated data entry of analytical test results into LIMS to ensure data accuracy

Education

B.A., Biochemistry and Chemistry

University of Kansas, Lawrence, KS, 1990-1995

Masters, Management Information Systems

FRIENDS UNIVERSITY, Wichita, KS, 2000- 2001

Awards, Training and Certifications

Software Testing with Visual Studio 2012, Aug 27, 2013

Employee of the Quarter, Trinity Biotech, First Quarter 2012

Developing Robust LC Methods, *Waters Corporation*, April 21, 2010

Co-Employee of the Year 2009, *Trinity Biotech*, Dec 2009

How to Deliver Exceptional Customer Service, *Fred Pryor Seminars*, July 12, 2007

Gilson Systems Service Training (215, 322, 819, 506C, 307, 118, 152), *Gilson*, Aug 29-30, 2005

ACSI Certification (Computer Specialist and Secondary Teacher), *ACSI*, July 2003

HP 1100 Service Training, *Hewlett-Packard*, July 2000

HazMat Response Team Training (Operations Level), *Pfizer and Lee's Summit, MO FD*, June 1999

Normal and Reversed Phase HPLC, *Chromatography Institute of America*, Nov 16-17, 1998

Millennium 32 Power Up Seminar, *Waters Corporation*, April 20, 1998