

# Jennifer Hall

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## Qualification Summary

Information systems professional with extensive experience in maintaining successful cloud infrastructures, deploying and debugging cloud stacks, and improving product quality to realize company stipulated goals. Proven track record of providing most optimal cloud-based solutions to customers, building automated deployments, and troubleshooting existing information systems. Demonstrated proficiency in liaising with software developers and recommending solutions to maximize system performance. Visionary IT strategist of high-performance teams to realize and achieve business targets and drive IT department success with the proficiencies of excelling into changing and fast-paced environment. Competent to leverage business and technical acumen to effectively supervise risks and assets to provide program stewardship through the successful design of long-term IT roadmaps. **Proven expertise in:**

- Cloud Operations Management
  - IT Infrastructure Development
  - Information Systems
  - Systems & Desktop Engineering
  - Strategic Planning & Implementation
  - Customer Services Management
  - Issue Troubleshooting / Resolution
  - Team Building & Leadership
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## PROFESSIONAL EXPERIENCE

IEM, MORRISVILLE, NC

2012 to Present

### **Information Systems Manager, 2020 to Present**

*Played an integral role in expeditiously managing direct customer-facing interaction and collaborating with physicians and multiple medical staff regarding information requisite for smooth completion of sample accessioning procedures.*

Attain optimal outcomes by participating in various productive Salesforce training sessions throughout successful company-wide migration from CRM to Salesforce. Ensure smooth workflow by meeting day-to-day quality assurance quota for orders completed by Accessioning Technicians, delivering effective feedback, and providing top-level enhancement instructions on specific areas. Maintain high-level accuracy of customer record while facilitating operational lab team members in conducting detailed samples evaluation in an efficient manner.

### **Specimen Material Handler II, 2017 to Present**

*Cultivated positive relationship between GHI clients, Sample Accessioning Technicians and internal laboratory and commercial operations groups related to status of received specimen materials.*

Leverage strong Data Safe expertise while conducting thorough scanning, indexing, auditing, and archiving all processed Genomic Health Requisitions forms. Ensure down-the-line adherence to HIPAA and PHI standards while directing incoming specimen kits and properly handling requisition forms and all associated specimen kit contents. Derived desired results by storing cargo in assigned locations, tracking inventory levels, and coordinating with various vendors.

### **Key Contributions:**

*...continued...*

- Strengthened content security by identifying and informing potential disclosures and breaches in procedures instantly to the Lead Specimen Material Handler or Clinical Materials Supervisor.
- Increased clinical materials department efficiency by handling new specimen kit receipt, formulating files and documents, overseeing material return, and ensuring seamless international kit shipments.

Face To Face, Dallas, TX

**Air Export Agent, 2014 to 2017**

*Drove company success by spearheading 150+ International Air Export orders weekly for major and small commercial clients and executing best-in-class strategies.*

Gained export clearance by devising, assessing, signing, and electronically submitting all required government documents for export clearance in compliance with company standards. Performed a wide range of operations, such as pickup, bookings, export clearance, shipments tracking and problems resolutions. Determined and met sophisticated requirements of international trade by providing customized solutions and managing integrated information systems.

**Key Contributions:**

- Enhanced warehouse operational productivity by ensuring stability of freight, overseeing error-free labelling and data entry, and fulfilling trucker and airline deadlines.
- Built productive relationships with clients by serving as an Account Manager for small accounts, attaining helpful customer feedback, and paying applicable taxes for international and local clients.

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**EDUCATION AND CERTIFICATION**

**Bachelor of Arts Degree English Literature (2007)**

Tarrant County College, Fort Worth, TX

**The BASE Summer Program; Business for Arts, Sciences, and Engineering (2005)**

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**TECHNICAL SKILLS**

Microsoft Office Suite (Word, Excel, and PowerPoint)