

Virginia A. Pankus ASCP

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Operations/ Management/ eBusiness/ IT
Board Certified | Project Management | Quality Control

SUMMARY OF QUALIFICATIONS

OPERATIONS MANAGEMENT:

15+ years supervision and project management, cloud computing/ computer software/EDI integration, deadline driven, international logistics, data resolution and auditing issue resolution, budget sensitive. Implementation of eBusiness sales solutions resulting in double-digit growth.

MEDICAL TECHNOLOGY/COMPUTER SCIENCE:

10+ years experience in laboratory setting, 10+ years of e/business implementation and data management.

QUALITY CONTROL:

Bring a level of Quality Control to all operations. Maintained compliance with OSHA, CLIA, HIPAA and safety guidelines for laboratories. Manage compliance with Amazon and other vendors for EDI.

KEY FOCUS:

Driven to bring organization, order and logical processes to organizations. Audit systems to uncover inconsistencies in process management.

COMPETENCY:

Demonstrate the ability to communicate to CEO's, Directors, physicians, and pathologists to bring about clarity within the organization.

SALES AND MARKETING:

Built a sales and marketing campaign from the ground up for a growing University. Outstanding background in successful regional and international sales and marketing. Established EDI for B2B sales.

CUSTOMER SERVICE:

Worked to build client base, and maintain relationships with customers. Ability to work with customers concerns and bring resolution.

TRAINING

Integral team member for the installation and training for the Sunquest Information System/ International Business System(IBM) and Acumen Software.

PROFESSIONAL EXPERIENCE

Saint Benedict Press/ TAN Publishing | Charlotte, NC

2013-present

Trade Sales Manager / eBusiness Specialist/ EDI Management

Senior role overseeing the operations of a growing publishing firm, managing new EDI technologies to implement alternative process methods, increasing overall efficiency. Managed the conversion of multiple new software systems including Acumen, International Business Systems and Sage/MAS. Primary role resolving conflicts for all technical issues. Responsible for the training and educating of employees to develop consistent conventions using the new software. Daily activity oversight required finding creative solutions for workflow, data entry and quality assurance. Work with senior management supervising and training new employees, implementing organizational policies, practices and strategies for success. Established efficient accounting/ audit procedures for accountability and transparency. Work closely with client accounts to insure a superior customer experience. Developed improved communications process with warehouse, buyers and clients for efficiency.

Franciscan University | Steubenville, Ohio

2009-2012

Manager of Operations | Sales and Marketing

Oversee the operational development functions (purchasing, human resources, finance, budgets, event planning, contracts, quality control, monthly and annual reporting, board presentations, and long range planning) within the Advancement Department of the University for International travel. Implemented successful marketing strategies for departmental success and growth.

Nelson Fine Art and Gifts | Steubenville, Ohio

2005-2007

Professional Office Management

Provided office management to a growing manufacturing operation. Provided support to the executive and professional staff; maintained all banking and checking transactions; managed all accounts payable and receivables; updated and managed all accounts for 300+ stores; provided customer support and service; pursued resolutions for outstanding accounts; coordinated logistics for trade shows; managed and purchased supplies.

Weirton Medical Center | Weirton, West Virginia

1992-1997

Medical Technologist, ASCP

Performed role of Medical Technologist throughout the laboratory; effective in lab organization and function; ability to create, schedule and organize proper workflow solutions; setup and implement computerization of laboratory; maintained all documentation and quality control reports for OSHA and certifying agencies. Maintained relationships with Pathology and Supervisory Staff; innovation and initiative for maintenance and quality control of instruments; ability to prioritize, delegate, and control administrative workflow; collection and analysis of blood samples; data entry and computer maintenance.

EDUCATION & CERTIFICATION

Bachelor of Science Degree, Magnum Cum Laude | Franciscan University of Steubenville

Received the Presidential Award for Outstanding Medical Technologist of the Year

Registered Medical Technologist | American Society of Clinical Pathologist

Clinical Laboratory Scientist | National Certification Agency

TECHNICAL SKILLS

Microsoft Office

Word, Excel, PowerPoint, File Maker Pro

Quickbooks / Sage MAS / Bookmaster Sunquest Information Systems
International Business Systems

Acumen Publishing Software

EDI

MAC Pages, Numbers, Adobe Suite

REFERENCES

Chris Cona, Saint Benedict Press/TAN Books, 704-604-0676
chris@tanbooks.com

John Fischer, Vice President MAM Software 740-632-6127
Jfischer@mamsoftware.com

Michelle Sullivan, Cyberwolf Software Systems, 505-946-6633
msullivan@cyberwolf.com

ACTIVITIES

Fort Mill Cycling Club
Habitat for Humanity
Equestrian Three Day Eventing
Camp Program Development