

Cynthia Maxim

Education and Certifications

2009	Sonoma State University	Bachelor of Arts
2012	Federal Emergency Management Agency	ICS 100, ICS 200, NIMS 700

Professional Accomplishments

Emergency Planning and Preparedness

- Work with key client personnel to develop comprehensive Risk Communications Plans, including Ebola Annex
- Work with key client personnel to develop Infectious Disease Emergency Response Plans, including Medical Countermeasures Plans, Local Receiving, Staging, and Storage Plans, and Pandemic Influenza, Point of Distribution, and Ebola Annexes
- Develop coordinated incident response guides (IRGs) for infectious disease, foodborne, and waterborne outbreaks for a regional network of 13 city and county health jurisdictions
- Review available materials and best practices, summarize research results, and provide concrete recommendations for incorporating them into appropriate client plans
- Create tools such as message maps, Frequently Asked Questions, and Job Action Sheets
- Audit existing client plans in preparation for or response to a site visit or external review
- Assess existing client documents and recommend updates to refresh content or enhance usability

Project Design, Planning and Management

- Take lead role in a project to manage emergency supplies inventory for the City of San Francisco, including inventory, documentation and planning
- Take lead role in planning and management of comprehensive annual review program to update over 1100 medical standard operating procedures for biotech company for quality control and regulatory compliance
- Extensive use of document tracking and collaboration software, Microsoft Office Suite, Adobe Suite, Master Control eDOCS electronic documentation system and other software platforms
- Design complex Excel spreadsheets (including auto-populate, drop-down menus, formulas and cross-sheet references) for use by company scientists and technicians performing HIV drug resistance and other advanced laboratory testing
- Lead the annual audit of Standard Operating Procedure binders to ensure completeness and accuracy, including statistical analysis, deficiency tracking and formal report.
- Maintain audit trail of changes to protocols and procedures involved in bioscience testing
- Revised procedure manuals for cardiovascular perfusion services department focused on increased simplicity and clarity, for greater consistency and improved patient outcomes
- Acted as lab representative on corporate internal process improvement committee

Inventory Control and Record-keeping

- Performed a complete inventory of the contents of emergency supplies trailers, creating both paper and electronic records
- Asset Tag Management: participated in a complete inventory of all assets within a multi-building facility.
- Maintain on- and offsite Business Continuity Plan binders of all forms and documents required to regain corporate operations in the event of an emergency
- Operating Room inventory management of consumables and medications, with focus on emergency availability, appropriate rotation, avoidance of surplus and timely usage.

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Teamwork, Collaboration and Client Service

- Work with clients to identify project priorities and goals
- Interview subject matter experts, scientists and managers and interpret manufacturer's documentation in order to create preparedness plans, testing protocols and develop SOPs
- Ensure timely completion of documents through clear communication, consistent follow-up and strong working relationships with stakeholders at all levels of the organization
- Establish and adhere to a schedule of deliverables
- Participate in internal and external audits demonstrating compliance with CAP, CLIA, and various State regulatory agency requirements
- Build rapport with clients and subcontractor service providers

Training and Curriculum Design

- More than ten years of experience in technical training and group presentations
- Experience and facility in designing and organizing presentations using PowerPoint
- Conducted one-on-one trainings on the use of perfusion-related technologies, electronic documentation systems, corporate policies and procedures and federal regulations
- Conducted group trainings and presentations on technical protocols

History

09/2013---present	Facente Consulting, Richmond, CA	▪▪ Associate Consultant
01/2013---08/2013	Facente Consulting, Richmond, CA	▪▪ Subcontractor, San Francisco Department of Public Health, PHEPR section
6/2002---01/2013	Laboratory Corporation of America (formerly Monogram Biosciences), South San Francisco, CA	▪▪ QA Documentation Specialist ▪▪ QA Document Review Lead ▪▪ QA Document Review Specialist ▪▪ QA Document Review Analyst ▪▪ Clinical Laboratory Technician ▪▪ Owner
05/2001---6/2002	Gift of Time Concierge Service, Vallejo, CA	▪▪ Certified Clinical Perfusionist --- St. Mary's Medical Center, San Francisco --- Covenant Medical Center, Urbana, Illinois --- Carle Foundation Hospital, Urbana, Illinois
8/1988---5/2001	Fresinius Medical Care (formerly Psicor, Inc.), headquartered in San Diego, CA	▪▪ Certified Perfusion Assistant --- Multiple hospitals in the Detroit, Michigan region
6/1980---1988	North Detroit General Hospital, Detroit, MI	▪▪ Medical Laboratory Technician, non--registered

References

References are available on request.