

CHANA E. EDWARDS

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PROFILE

I recently completed an eight-week hands-on, immersive training program through BioConnect DE, designed and taught by industry-experienced scientists. I have a proven ability to manage day-to-day technical operations, including training staff, problem-solving, and maintaining inventory. I am seeking to apply leadership, technical experience, and advanced manufacturing skills toward a dynamic career in biomanufacturing and biomedical research.

TECHNICAL TRAINING & PROFESSIONAL SKILLS

- SAP – Materials Management/Finance
 - Inventory Management
 - Quality Management Systems (ISO 9001)
 - SOP Development
 - Documentation and Record Keeping
 - GDP and GMP Training
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EDUCATION

BioManufacturing — BioConnect DE, Newark, DE Feb 2026
Certificate of Completion

Delaware State University, Dover, DE Aug 2009 – May 2010

High School Diploma – Christiana High School, Newark, DE
June 2009

WORK EXPERIENCE

AAA Club Alliance— Wilmington, DE Jan 2025 – Present

Payments & Disbursements Rep

- Utilize Salesforce software to audit and edit AAA service calls for payment preparation.
- Process and manage work orders for AAA customers using Salesforce.
- Conduct detailed audits of AAA Tow Truck service calls, identifying discrepancies to maintain payment integrity.
- Develop and generate comprehensive audit reports in Microsoft Excel to support operational reviews and process improvements.

Oppy Transportation— Newark, Delaware Aug 2022 – Nov 2024

Transportation Coordinator

- Monitored incoming and outgoing produce shipment pickups and deliveries with owner operators.
- Followed up with customer requests via email and phone.
- Tracked loads to ensure OTD for customer metrics.
- Coordinated re-deliveries and missed pickups with customers.

Sartorius Stedim— Newark, Delaware Mar 2020 – Jun 2022

Service Support Specialist

- Coordinated equipment logistics and shipment tracking to ensure timely delivery and operational readiness.
- Responded to customer requests via e-mail, phone, and BlueFolder Portal.
- Monitored engineer e-mail requests and processed work orders for invoicing, including issuing debits and credits via SAP.
- Facilitated new hire training sessions and creating SOPs for new and existing policies and procedures.
- Assisted Contract Sales teams by inputting customer contract data into BlueFolder and invoiced customers for renewal contracts.

- Managed and maintained spare parts inventory in SAP, ensuring accurate stock levels and supporting equipment readiness.
- Created and processed work orders in SAP to support equipment servicing and operational workflows.
- Collaborated closely with finance and sales teams to reconcile accounts payable transactions, facilitating smooth interdepartmental financial workflows.
- Supported order fulfillment by maintaining accurate SAP master data and tracking order status for timely invoicing and shipment coordination.

Bank of America— Newark, Delaware

Aug 2017 – Jan 2019

Lead Operations Rep

- Received incoming safe deposit box contents and shipped out contents to customers.
- Conducted data entry into Bank Computer Systems.
- Prepared reports for Unclaimed Property state departments to review for Escheatment procedures.

J.W. Logistics, LLC— Folcroft, Pennsylvania

Sep 2016 – Aug 2017

Dispatch Supervisor

- Scheduled loads for sourced vendors daily, fixing any pay discrepancies with drivers.
- Reviewed and updated daily reports sent out throughout the day of load activities.
- Monitored load activity, contacting drivers regarding estimated time of arrivals to origin and destination.
- Monitored multiple dispatchers for quality assurance.
- Acquired knowledge of the trucking industry providing freight movement for Amazon.

AAA Mid-Atlantic— Newark , DE

Sept 2013 – Oct 2016

Specialist, Dispatcher

- Reviewed incoming calls from AAA members, prioritizing certain calls that members are in dangerous situations.
- Communicated between contractors and AAA members regarding service changes, time changes and to verify and help with directions.
- Updated daily reports on service from AAA contractors