

# SETH RAINES

Wilmington, DE | Cell: (302) 290-3408 | E-Mail: [seth.raines007@gmail.com](mailto:seth.raines007@gmail.com) | LinkedIn: [LinkedIn.com/SethRaines](https://www.linkedin.com/SethRaines)

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## PROFILE

Motivated professional bringing over three years of experience across sales, technical support, and structured, process-driven environments, now transitioning into biomanufacturing through formal training. Trained in GDP, SOPs, and cGMP with working knowledge of FDA-regulated quality systems. Demonstrates great attention to detail, accurate documentation practices, and consistent operational follow-through. Pursuing an entry-level opportunity in biomanufacturing or manufacturing operations.

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## TECHNICAL TRAINING & PROFESSIONAL SKILLS

### BIOMANUFACTURING

- Good Documentation Practices (GDP)
- Standard Operating Procedures (SOP)
- Current Good Manufacturing Practices (cGMP)
- FDA-regulated manufacturing environments
- Foundational knowledge of cleanroom procedures
- Foundational knowledge of equipment calibration

### INFORMATION TECHNOLOGY

- Basic Networking (TCP/IP, DNS, DHCP)
  - Computer Support Specialist
  - Hardware & Software Troubleshooting
  - User Account Management
  - Help Desk & Ticketing Systems
  - CRMs
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## EDUCATION

**BioManufacturing** — BioConnect DE, Wilmington, DE

Feb. 2026

*Certificate of Completion*

**Information Technology** — Delaware State University, Newark, DE

Oct. 2024

*Certificate of Completion*

**Delaware Academy of Public Safety & Security, New Castle, DE**

May 2018

*High School Diploma*

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## WORK EXPERIENCE

**Advantage Building Supply** — Wilmington, DE

Mar. 2024 – Present

*Sales/Marketing Representative*

- Manage customer orders, deliveries, and account balances to ensure accuracy and client satisfaction.
- Build and maintain long-term client relationships, driving repeat and referral business.
- Lead targeted digital advertising efforts while analyzing lead performance in CRM platforms with Epicor.

**Whole Unit Artistic Development** — Philadelphia, PA (Contract)

Mar. 2023 – Aug. 2023

*Product Demonstrator*

- Presented and demonstrated products at live events and promotional events.
- Prepared and organized professional product displays.
- Collected and leveraged customer feedback to improve engagement and presentation effectiveness.

**Urban Promise** — Wilmington, DE

Jan. 2017 – Jun. 2023

*Assistant Teacher/Aftercare Coordinator*

- Supervised students during after-school programming, ensuring a safe and structured environment.
- Provided academic support and homework assistance to reinforce classroom learning.
- Organized and led educational and character-building activities promoting teamwork and engagement.