

# ADAM FLANDERS

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## PROFESSIONAL EXPERIENCE

**ARMSTRONG GARDEN CENTERS**, San Juan Capistrano, CA

2017 - Present

### Retail Office Clerk

Support retail stores in Epicor Eagle functions in order to create and implement efficiencies in inventory and point of sale. Assist customers with plant products and provide horticultural knowledge.

- Receive inventory and assist with inventory discrepancies. Create and submit Purchase Orders.
- Educate customers and associates about proper horticultural practices.
- Work with Information Systems Manager and Operations team, providing feedback with regards to procedures and policies as they apply to the ordering, receiving and point of sale system.
- Train associates on cash registers and Epicor Eagle functions.

**ATHENAHEALTH**, Belfast, ME

2014 - 2017

### CSC Analyst & Epocrates Support Representative

Provided clinicians with product knowledge and technical support via telephone, chat, and email. Responsible for hosting conference calls with remote teams, assisting Development with code debugging, and offering recommendations to Marketing and Product Innovation.

- Taught healthcare providers how to use electronic health record software and the Epocrates Medical Reference App. Walked customers through troubleshooting technical issues.
- Trained colleagues in the use of athenaText software; created pre-recorded training videos. Showed colleagues how to use Excel, resolve technical issues, and understand basic programming code.
- Hosted conference calls with our teams in San Francisco, CA and Chennai, India. Established contacts with other business areas in order to help my team improve our understanding of the product cycle.
- Developed analytics tools in Excel using Perl and SQL for automated reporting of important business metrics such as trending technical issues, customer feedback, and app crashes. Reported potential issues to Development in order to proactively prevent future problems. Debugged code in real time with remote developers using Apple Xcode tools.

**FMC BIOPOLYMER**, Rockland, ME

2012-2013

### Quality Control Laboratory Technician

Performed quality testing for in-process and final carrageenan products for food and pharmaceuticals. Quality tests included particle size and moisture analysis, viscosity and gel strength measurements, titration, light reflectance and transmittance, and waste water analysis using gas chromatography.

- Prepared documents and reports relating to product quality, safety, and compliance with environmental regulations.
- Monitored conditions in the production plant to ensure quality. Reported data trends to plant managers and offered recommendations for changes in pH and color quality adjustments.
- Participated in lab team meetings to devise ways to improve safety and efficiency.

UNIVERSITY OF MAINE, Orono, ME

2009 - 2011

**Laboratory Assistant**, Benildo G. De los Reyes Functional Plant Genomics Laboratory  
Researched genetic contributions to plant stress tolerance using *Arabidopsis* and rice as model organisms. Assisted graduate students with potato disease research. Helped ensure laboratory was clean, organized, and free of DNA and RNA contaminants.

- Prepared media for developing rice and then plated seeds beneath a laminar flow.
- Genetically modified rice and *Arabidopsis* callus cells using *Agrobacterium*-mediated transfer. Applied hormone treatment to induce root and shoot development in mature callus cells.
- Employed methods of DNA extraction and PCR amplification in order to prepare samples for gel electrophoresis. Identified successful transfer of gene of interest in mature plants.
- Photographed microscopic features of *Arabidopsis*, *Brachypodium*, and rice seeds, callus cells, and tissues using dissection and light microscopes with a DSLR camera.
- Logged symptoms of disease and maintained a photographic record of potato plants in a USDA plant, soil, and water lab. Reported significant changes to graduate students conducting research.
- Maintained a clean and safe laboratory environment. Ensured proper MSDS labeling, recorded inventory, autoclaved equipment for sterility, and prepared commonly used media.

## EDUCATION

**BA**, Biology, College of Natural Sciences, Forestry, and Agriculture  
University of Maine, Orono, ME

## PROFESSIONAL DEVELOPMENT

- Reading scientific literature and taking online courses to stay informed about modern trends
- Networking with other biologists to discuss current issues in conservation
- Volunteering with organizations such as the Sierra Club and San Diego Zoo
- Providing public education about genetics and conservation via [paleogenetics.com](http://paleogenetics.com)

## TECHNICAL SKILLS

- DNA extraction, PCR, and gel electrophoresis
- Media preparation, cell and tissue culture
- Microscopy and macrophotography
- Laboratory management and aseptic technique
- Plant propagation and cloning
- Animal handling and embryo manipulation
- PADI Certified Open Water Diver
- Microsoft Office and Apple iWork
- Database management and SQL
- Computer programming: HTML, CSS, Javascript, C, Objective-C, Swift, PHP
- Adobe Suite and Autodesk Maya
- CAD Design and 3D Printing
- Soldering, circuitry, and microcontrollers