Emily Harwell

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Experience

Jun. 2016 – Present | Agilent Technologies | Salt Lake City, UT

Field Service Engineer

- Installs, maintains, and repairs instrumentation and software in analytical labs throughout the northwest region.
  Instruments: GC, GC/MS, FTIR, and ICPMS
  Software: OpenLab ChemStation, GCMS MassHunter Data Acquisition and Data Analysis, ICPMS MassHunter, and Resolutions Pro for FTIR
- Executes compliance qualifications on instruments and software to help labs maintain regulatory accreditation
- Prioritizes and coordinates ongoing scheduling with customers to ensure customer satisfaction
- Interfaces with customers to ensure site readiness before installations of hardware and software
- Preserves and improves customer relations with company and resolves customer complaints
- Closes service calls and researches customer instrument history in SAP and mService
- Collaborates with local and global teams to ensure customer satisfaction throughout
- Orders and maintains parts and consumables inventory in order to quickly accommodate customers

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Aug. 2015 – Jun. 2016 | LabCorp: Covance | Salt Lake City, UT

Associate Research Scientist

- Performed extraction/analysis of drugs from biological samples for validation and sample analysis projects
- Used Watson LIMS to create runs, generate instrument sequence files, and evaluate quantitative results
- Assisted in use and minor troubleshooting of LC-MS instruments to analyze extracted samples

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Dec. 2014 – Mar. 2015 | Gulf Coast Analytical Laboratories | Baton Rouge, LA

Quality Assurance Specialist

- Audited and updated standard operating procedures (SOP's) to follow EPA, ASTM, and other standard analytical methods
- Helped maintain qualifications for NELAP, DoD, ELAP, ISO 17025, ISO 9000, and numerous state certifications
- Maintained master lists of SOP's, support equipment, and dates for updating procedures and calibrating equipment

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Jan. 2013 – Dec. 2014 | Louisiana State University | Baton Rouge, LA

Graduate Research Assistant

- Designed, assembled, and maintained femtosecond multiplex electronic sum-frequency generation optical setup
- Conducted general maintenance on ultrafast amplifier laser system and basic components
- Developed and debugged data collection and analysis programs with Labview and Mathematica software

Education

Aug. 2012 – Dec. 2014 | Louisiana State University | Baton Rouge, LA

M.S. in Chemistry

Aug. 2008 – May 2012 | Northwestern State University | Natchitoches, LA

B.A. in Liberal Arts

- Concentration: Scientific Inquiry
- Minor: Chemistry