# SERI R. GOMBERG

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## Qualifications

# Highlights

- M.S. in Biochemistry; B.S. in Biology, minor in Math and Computer Science
- Over 10 years' job-related experience
  - o Process design and improvement, cradle to grave
  - o Regulated field background: medical, clinical (human) research, grant administration, residential construction, welfare eligibility, including 5 years in the UC system
  - o Effective communication and relationship building with end users, scientists, business leaders and technical staff
  - o Collaboration and relationships cultivation with clients, vendors and colleagues
  - o Program management
  - o Project management

# Core Competencies include

- Natural tendency to consider both big picture and details, allowing for excellent strategic and operational leadership.
- Effective collaboration skills with people from a wide range of levels and backgrounds.
- Superior oral and written communication skills, including presentations to large groups.

# Professional Experience

# **Pacific Gas & Electric Company**

### Expert Program Manager

Remote work, CA

3/2021-11/2024

- Designed and improved processes to promote standard work.
- Maintained relationships and communication lines with a broad range of co-workers to facilitate completion of data quality improvement projects.
- Documented and facilitated removal of roadblocks to data quality improvement.
- Supported data quality Subject Matter Experts by onboarding, facilitating research and solution generation conversations, and tracking data maturity measures.
- Facilitated business engagement in software development, including managing intake for new technology products and facilitated engagement for small product development.
- Participated in developing blueprint and roadmap for technology product development.

### Sr Case Management Analyst

San Francisco, CA

12/2020-3/2021

- Developed SharePoint list and process to manage a large volume of data requests.
- Worked with leaders at all levels to strategically develop responses.
- Edited data responses to conform to requestor and company style and templates.
- Facilitated conversations to review responses, ensuring accuracy and completeness.
- Clarified data requests with regulator.

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# Sr Records Analyst

# Concord, CA

12/2018-12/2020

- Imparted record and information management (RIM) concepts and principles to clients.
- Presented at All Hands meetings, including leaders, with >200 participants.
- Developed and revised metrics for Paper Reduction initiative.

# Sr Technical Document Management Analyst San Ramon, CA 10/2014-12/2018

- Developed and reengineered processes, incl. Documentum implementation.
- Investigated and responded to Corrective Action Program (CAP) items.
- Used SharePoint Lists to track document publication (>3300 active documents tracked).
- Cleaned up data in preparation for software migrations, including SharePoint 2013 (SharePoint site split into 23 individual sites) and Documentum (23K documents migrated).

# The Mosaic Company (assigned to PG&E)

# **Document Management Analyst**

San Ramon, CA

7/2013-10/2014

Published documents to the Technical Library in EDMS, and Protégé.

# **Jewish Vocational Services (JVS)**

## Computer Skills Instructor

San Francisco, CA

5/2012-7/2013

- Developed curriculum and wrote instructions for multiple computer trainings, and delivered them to clients from underserved populations. Courses included:
  - □ 7 courses developed for professionals in Word and Excel; over 100 clients trained.
  - □ 14 SF Environment interns trained in 28 hour class (7 sessions) on Excel and GoogleDocs.

# **Marin County**

# Welfare Eligibility Worker

San Rafael, CA

4/2010-8/2011

Provided customer service to 60 applicants every month.

#### **SolutionsWest**

Software Trainer & Implementation Support Specialist

Sacramento, CA 8/2009-4/2010

Provided classroom and over-the-shoulder training on public assistance software.

### **Ran Malool Construction**

# **Business Manager**

Orinda, CA

2003-2009

- Performed business planning and operations for general contractor's investment properties.
- Managed three construction projects from property purchase to sale, performed financial analysis, project management, purchasing, and accounts payable.

# University of California, Berkeley

Manager, Field Operations and Office Administration

Berkeley, CA

12/2001-4/2003

- Managed research program, including supervision of field staff. Responsibility expanded progressively from 5 to 14 employees, including represented employees.
- Planned and implemented restructuring to improve quality, productivity, and cost-effectiveness, resulting in a 50% reduction in cost, including job change and layoffs of represented employees.
- Negotiated and managed vendor relationships.

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#### **iKnowMed**

# **Clinical Informatics Analyst**

Berkeley, California

9/2000-9/2001

- Managed implementation of over 100 clinical trials in Electronic Medical Record (EMR).
- Programmed clinical trial screening to review EMR and alert physician to study options, detailed eligibility criteria for definitive determination of eligibility, and CRF data capture tool.

## **Karmel Medical Acoustic Technologies**

### Manager, Clinical Operations

Yokneam Illit, Israel

8/1999-4/2000

- Managed six device operators; built team and coached them to achieve company goals; created GCP compliant protocols for existing studies and monitor studies.
- Wrote SOPs and revised User's Manual.
- Represented users of innovative medical device in complaint review and design review meetings.

# BRM Capital (then BRM Technologies, Ltd.), Jerusalem

Clinical Program Manager

Jerusalem, Israel 9/1998-12/1998

- Managed clinical trial program: identified Principal Investigator, developed study protocol, identified study sites, and participated in all business decisions.
- Designed logistics for different types of sites, wrote protocol, and prepared IRB paperwork for innovative medical device.

# Cancer Center, University of California, San Francisco

Program Manager, Breast Cancer SPORE

San Francisco, CA

8/1994-5/1998

Managed activities for federal SPORE grant (\$2.5 million/year):

- Planned and coordinated projects involving 13 Principal Investigators and their support staff.
- Managed annual budget, and prepared financial and scientific reports.
- Assisted patient advocacy core develop and implement research projects.

### Education

# Hebrew University, Jerusalem, Israel

- M.S. cum laude, Biological Chemistry, 1992
- B.S., Biology, 1989; minors in Mathematics and Computer Science

# Vocational Training:

- Continuous Improvement Practitioner I, PG&E, 2019
- Classes towards Geographic Information Systems (GIS) Certificate (five 2-day courses), San Francisco State University, 2016
- International Society for Performance Improvement (ISPI) Institute, one week, San Francisco, 2009
- Supervisory Development Lab, one week, University of California, Berkeley, 2002
- ArsDigita Boot Camp, three weeks building database backed web sites, ArsDigita, Berkeley, 2000