

# Christopher H. Kan

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## SUMMARY

Skilled field application scientist, with over 10 years of experience in biotech, who is passionate about excellent customer service, product improvement, and user experience (UX) design. Provided exceptional customer service in several industries for over 15 years. Dedicated to leveraging his role as the voice of the customer to drive product and process improvements. Built consensus across divisions that have resulted in changes that improved customer satisfaction and reduced operational costs.

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## EXPERIENCE

### **DOVETAIL GENOMICS** (*Genomics start up providing molecular biology kits and software*)

Santa Cruz, CA

*Field Application and Product Development Scientist*

*Jul 2018 – Dec 2018*

- Successfully launched, recruited and, concluded an international beta program for a molecular biology kit that included institutions such as McGill, UC Berkeley, and Hudson Alpha.
- Created user stories, technical specifications and, API requirements as commercial lead on a customer web portal project; the portal offered customers secure scalable cloud computing for genomic pipelines with HIPAA and data localization compliance.
- Identified and implemented solutions to software pipelines that reduced the mean delivery time of projects to customers by 55% and standard deviation by 47%; resulting in increased customer satisfaction and lower operational costs.
- Lead a taskforce that rescued a failing molecular biology kit product by overhauling internal support processes and re-writing the technical product manual, increasing customer success rates from 45% to 85%.

### **MIRACULEX** (*Biotech startup developing new non-sugar sweetener for the oncology market*)

San Francisco, CA

*Business and Regulatory Strategy Consultant*

*Oct 2016 – May 2018*

- Created a national product launch plan, including AMA-compliant clinical trial protocols, which led to the company seeking strategic partnerships with leading California medical centers to begin clinical trials.
- Project managed the creation of a comprehensive regulatory compliance plan, detailing the implementation of cGMP and FDA Nutraceutical regulations (21 CFR Part 111), which was implemented at the firm's first manufacturing facility.
- Developed SOPs for facility compliance, product compliance, product complaint handling, and supply chain oversight.
- Analyzed business strategies and market segmentation in the \$15.5B non-sugar sweetener market and the oncology market.

### **ICELANDIC PLUS** (*Premium pet food importer*)

Boston, MA and Santa Cruz, CA

*Scientific Consultant*

*Dec 2016 – April 2017*

- Designed supply chain protocols to prevent spoilage of products during trans-Atlantic shipments totaling \$6M+ annually.

### **THE UNIVERSITY OF CALIFORNIA**

Santa Cruz and San Francisco CA

*Representative to the UC Board of Regents*

*Sept 2013 – Aug 2016*

- Negotiated with university and state officials to link tuition increases to inflation, ensuring the UC's \$3.4B tuition revenue grows predictably, boosting affordability for working-class California families, and enabling sustainable endowment management.
- Helped secure \$1M in funding for the first Educator Training Center at UCSC; the center now trains UCSC professors and teaching assistants in the latest pedagogical techniques, improving student outcomes and staff professional development.

## EDUCATION

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### THE UNIVERSITY OF CALIFORNIA SANTA CRUZ

Santa Cruz, CA

*Masters in Biology with a Concentration in Genomics and Bioinformatics*

*Sep 2013 – June 2018*

- Developed a new bio-informatic technique to detect the movement of genes between species in whole genome data, building and implementing over 100 computing grid scalable Python, R, and Bash scripts to process terabytes of complex genomic data.
- Constructed a detailed technical proposal to use long read technologies to augment the reference genome of *S. purpuratus* and eight additional sea urchin genomes which will facilitate immunological research in humans.
- Taught over 3000 undergraduate and graduate students in Computer Science, Genomics, Evolution, Microbiology, and Ecology.

### KECK GRADUATE INSTITUTE AT THE CLAREMONT COLLEGES

Claremont, CA

*Certificate in Bioscience Management (MBA-Style Program for Scientists)*

*Aug 2016 – Jun 2017*

- Completed case-based courses in Finance, Accounting, Corporate Strategy, and Biotech - Pharmaceutical Business Models
- Awarded Best Presentation at the KGI - ASCB Workshop for developing a business plan for a 3D printed artificial hip; four-student team conducted market segment modeling, technological feasibility research, and a competitor analysis.

### BOWDOIN COLLEGE

Brunswick, ME

*Bachelor of Arts in Biology and Anthropology, graduated with honors*

*Aug 2009 – May 2013*

- Led a 5-member research team investigating local fisheries ecology; first author of publication: "Genetic Population Structure and Accuracy of Morphological Assessment in *Alosa aestivalis* and *A. pseudoharengus*" in the journal *Northeastern Naturalist*.

## ADDITIONAL

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- Served as Managing Director for a Maine bike share, constructing a new business model, hiring all new staff, and refocusing organizational culture; restored positive cash flow to ensure the continuation of a community institution
- Has been learning acrylic painting and aspires to paint in the vein of the great American landscape painters.
- Loves to explore the outdoors and is trying to fill his National Parks Passport with stamps and great photos.
- Deeply enjoys experimenting with cooking and baking techniques to create new recipes like matcha green tea pound cake.