

RESUME

PERSONAL INFORMATION

Name: Carmen M. Chan

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Citizenship: U.S.

Highest Federal civilian grade held: Management & Program Analyst GS-343 Grade 14 since 03/29/09

EDUCATION

Ph.D. Fisheries Science (Fish Nutrition in Aquaculture), Louisiana State University

(Dissertation: *Effects of dietary fatty acid ethyl esters on polar and nonpolar tissue lipids in Red Drum, Sciaenops ocellatus*)

M.S. Food Science, Auburn University

(Thesis: *Flavor threshold and consumer responses to geosmin and MIB in channel catfish, Ictalurus punctatus*)

Master, Management of Information System, Auburn University

(Graduate Project: Comparing Data Mining Tools with Conventional Statistics Methods)

B.S. Major: Psychology, Minor: Mathematics, University of Wisconsin-Whitewater

CURRENT POSITION

Management & Program Analyst, GS-343-14, ORA/OE/DCIQA

Started date: 03/29/2009

Supervisor: Sandra Abbott, Acting Director, Division of Compliance & Information Quality Assurance

Duties include:

- Conducting complex analyses, assessing and reporting corporate and firm compliance, and developing query programs on compliance information. Developed and published ORADSS reports including *EHR02_Firm Info* (provides a user friendly, one-stop-shopping for information on FDA regulated firms); and *OEI34_Profiles by District* (identifies Non-Finalized, Duplicate, Discontinued profile classes as an effort to support GWQAP team's data cleanup project).
- Current projects – Transparency
 - Making inspectional information public. Responsible for providing quality inspection data to be posted.
 - Automating Publication of the Enforcement Report (Recall). Responsible for developing query program and formatting the Enforcement Report.
- Train and assist co-workers in using reporting tools.

OTHER RELATED WORK EXPERIENCES

Program Analyst, 60 day detail (02/01 – 03/31/2010) with the Risk Management Staff in the ACRA's office.

Duties include:

- Develop 2011 Food Firm workplan model
- eLEXNET project – Develop baseline food/hazard prevalence study

Consumer Safety Officer, GS-696-13, ORA/OE/DCIQA (09/18/2005 - 03/28/2009)

Duties include:

- Design and conduct studies to identify area of concern; data analysis;
- Develop Ad Hoc reports from FACTS, TURBO, RECALL database, using Business Objects XI Web Intelligence and Full Client version

Consumer Safety Officer (Field Investigator), NOL-DO, GS-696 (02/10/2002 - 09/17/2005)

Duties include:

- Investigational activities: GMP inspections, sample collections, recall audits, complain investigations, disaster responses, destruction witnessing, emergency response operations.
- Inspectional/Investigational data entry into the Field Accomplishment and Compliance Tracking System (FACTS) which was also used as a source to look up firm historical data.

- Completion of Establishment Inspection Reports (EIR) using TURBO in a timely manner.

Received Level I Investigator Certification (8/8/2003)

AWARDS

- Commissioner's Special Citation Award for outstanding service in assisting the State, the FDA/FEMA mission assignments and FDA's responsibilities in response to the devastation and adverse working conditions as a result of Hurricanes Katrina and Rita. (6/16/2006)
- Group Recognition Award for outstanding performance during emergency response operations in the aftermath of four hurricanes and a tropical storm that battered the states of Florida, New Orleans, and Puerto Rico between August 13 - September 25, 2004. (5/6/2005)
- Commissioner's Special Citation Award for exceptional and dedicated efforts to assure the security of the nation's food supply during the Iraq war through the creation and effective implementation of FDA's Liberty Shield response initiative. (5/7/2004)

Graduate Research Assistant – Programmer (04/00 – 05/01)

Auburn University, Dept. of Distance/Outreach Technology

Design and implement a student database system with user-friendly interface; keeping and tracking student information and courses taken. Using MS Access for data storage; Visual Basic for interface development; SQL and Crystal Reports for report generation.

Postdoctoral Research Associate (9/98 - 2/99)

Auburn University, Institute for Biological Detection System,

Plan and develop methods to identify major headspace chemical compounds in narcotics and explosives as a critical part of the canine training program.

Postdoctoral Research Associate (6/97 – 6/98)

Auburn University, Dept. of Nutrition & Food Science

Research on the utilization of jellyfish as a food source and in pharmaceutical products.

Postdoctoral Research Associate (4/95 – 3/97)

Louisiana State University, Dept. of Civil & Environmental Engineering

Research on the nutritional quality of the basic food chain (microalgae and zooplankton).

SKILLS

Proficient in Data Analysis, Business Object Reporting Tools (ORADSS), Excel, PowerPoint, MS Access, MS Word, Visio, Biochemical analysis, fluent in Chinese (Cantonese and Mandarin)

SUPPLEMENTAL INFORMATION

I have a unique education background and experience that are directly related to the requirements of the position. My formal education includes Fisheries and Food Science (PhD and MS) providing me with the technical knowledge of the biological and chemical science. I have a master degree in the Management Information System (MIS in the College of Business) equipping me with management, computation and statistical skills for analysis. Prior to attending graduate school, my undergraduate education was in Psychology giving me insights into the social and human behavior. While at Auburn and LSU (both as a student and full time employment) I was involved in the research of foods and nutrition, especially in areas of detection and data analysis. As a result of my education and experience, I have acquired the following attributes:

- (1) Technical writing: Completing my PhD dissertation in Fish Nutrition and MS thesis in Food Science has provided me with extensive experience in communicating technical information in written format. In addition, I have learned how to formulate programming and informational documents in many of my courses in the MIS program. As a post-doctoral fellow at LSU, I was responsible for the documentation of a variety of technical projects involving nutrient and food quality for aquatic life.
- (2) Verbal communication: Having successfully defended my PhD and MS projects (also in numerous technical seminars and conferences), I have gained valuable experience in communicate complex scientific findings in a simple and direct manner. Audience of my presentations includes individuals

(such as my thesis advisors), small groups (project reviews) and large groups (such as national and international conferences). My training in the business school through the MIS program complements my technical communication skill with business emphasis. I learned the techniques in database, statistical and system analyses as well as mode of presentation of these analyses. Through my field experiences as an FDA investigator, I've acquired the skill to communicate comfortably with people at different levels.

- (3) Scientific and technical knowledge: My unique combination of science (biological and chemical through my degrees in Fisheries and Food Science), business and social science provides me with special insights in how to apply my scientific knowledge in food and health administration. My formal education in Food Science and Fisheries has covered a variety of laws and regulations in foods, including accepted processing, procedures and practices (and the unacceptable ones).
- (4) Data analysis: The emphasis of the MIS program is in statistical, database and system analyses. This knowledge is crucial to food and drug administration due to its large amount of data in a variety of formats. Such analytical and statistical skills have prepared me to effectively perform all duties in my current position with minimal supervision.

REFERENCES:

Carolyn White
Supervisor Consumer Safety Officer
ORA/ATL-DO
Email: Carolyn.White@fda.hhs.gov
Phone: (404) 253-2268

Claire Minden
Consumer Safety Officer
ORA/NOL-DO
Email: Claire.Minden@fda.hhs.gov
Phone: (985)249-7936 x1104

Nicole McCants
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Phone: (334)273-4788 x103

TRAINING RECEIVED from FDA:

	<u>Date Received</u>
• CS 153- ORADSS_imports	5/10-13/2011
• Contracting Officers' Technical Representative (COTR)	09/21-25/2009
• VM212, BSE/Medicated Feed Mill Audit	03/29-31/2005
• Acidified Foods	06/07-11/2004
• Documentum-Electronic Reporting	12/03/2003
• Verbal Judo	04/24-25/2003
• Aseptic Sampling Technique at NOL-DO	04/23/2003
• National New Hire Training at Nashville	03/03-14/2003
• Investigative Interviewing Course	11/19-21/2002
• TURBO training at NOL-DO	08/08-9/2002
• OASIS training at NOL-DO	07/23/2002
• New Hire Training at NOL-DO	06/03-14/2002
• FACTS training at NOL-DO	05/22-24/2002
• SRL Lab Orientation	05/13-16/02
• Seafood HACCP Regulator Training Program	05/09/2002
• Seafood Sanitation Control Procedures course	05/08/2002
• Seafood HACCP course	05/07/2002
• ORA U web-based training curriculum	2002

IT TRAINING

	<u>Date Received</u>
• Crystal Reports XI R1/R2 Report Design III	6/6/2008
• Crystal Reports XI R1/R2 Report Design II	6/4-5/2008
• Crystal Reports XI R1/R2 Report Design I	6/2-3/2008
• Web Intelligence XI R2 Advanced Report Design	6/20/2007
• Web Intelligence XI R1/R2 Report Design	3/12/2007
• Universe Design XI R1/R2	1/17-19/2007
• Desktop Intelligence Advanced Report Design -Full Client	11/2-3/2006
• Desktop Intelligence Report Design -Full Client	11/1/2006
• Web Intelligence 6.5	5/11-12/2006