CHRISTOPHER J. MARKHAM

485 Bath Club Bulvd N - North Redington Beach, FL 33708
267-421-3977 (c) • cjmskl2149@gmail.com

SUMMARY

MANAGING PARTNER
Identify, Target, and Invest in innovative and novel Bio-Pharma technologies

IT MANAGEMENT CONSULTANT

Track record of leveraging IT expertise to overcome complex business and technical challenges, driving significant improvements in business processes, operations management, and cost control. Visionary leader experienced in developing innovative solutions and turning around critical situations. Recognized for ability to do "what can't be done." Engineering background with exceptional problem-solving skills. Skilled in directing and managing teams to achieve ambitious, sustainable results. Experience in the medical, pharmaceutical, manufacturing, banking, and energy industries.

- *Conceptualized and directed more than $10M projects on time and on budget, delivering substantial business improvements and achieving bottom line goals.*
- *As Offshore Director of R&D, ranked in the top 10% of GlaxoSmithKline employees worldwide.*
- *Key Integrator of R&D systems during the Glaxo and SmithKline merger.*

PROFESSIONAL EXPERIENCE

MANAGING PARTNER - SKL Discovery 2022 - Present

    Identify, Target, and Invest in innovative and novel Bio-Pharma technologies

Clinlogix, Springhouse, PA. 2010 to 2022

Director IT Services (CTO). – All IT Resources Report into Director. Designed and Managed process improvement for Clinlogix creating systems in Data Management, Clinical Management, Finance, Sales, and the new Customer Relations division. Additional managed the Bio Statistics team responsible for all Clinical Study Statistics and Statistical Programming. Allowing ClinLogix to increase their service offerings.

- Implementing new Global Finance/Accounting system
- Implemented SAS for Statics programmers
- Designed and Project Managed - Automated Data Management Coding process. Including automated transfer of data from EDC systems
- Designed and Project Managed - Automated Clinical Research Associate (CRA) Identification and registration process. Migrated existing data to new system.
- Designed and Project Managed – The implementation of new CRM system for ClinConnex a new division of ClinLogix.

GlaxoSmithKline, Philadelphia, PA. 2000 to 2010.

Leadership roles include Head Service Level Management, Program/Offshore Director, Director of Project Delivery, Manager of US Business Delivery Systems, and Principal Project Leader.

Head Service Level Management, Global Application Management (January 2009 to 2010)
Provide service level management for day-to-day operations of 28 Global Application Management services. Ensure application availability and performance, mitigate risk, recognize trends, engage problem management teams in identifying and remedying root causes, facilitate knowledge transfer to offshore resources, and achieve customer satisfaction. Act as the Voice of the Customer (VOC) Plan and transition critical services from project/delivery teams into Global Application Management, implementing ITIL processes or enforcing adherence to ITIL protocol for all services. Serve as member of multiple Customer Boards.

- Strategized and currently leading the transition of the global eLearning service from development to production. Integrated support resources into the development team, facilitating knowledge transfer and reducing need for post-launch development personnel; on target to decrease incident management tickets 50% and achieve steady state in 6 months instead of 12 months in all 60+ countries.
- Developed and leveraged strong relationships with offshore suppliers and IT staff in North America, Europe, and Asia, combining work orders, expanding support hours from 16x5 to 24x7, and meeting all service level agreements despite budget cuts.
- Created a standardized SLA document with appendices that allows incorporation of all 28 services of Global Application Management.
- Realigned two FTE onshore resources, enforced SLA standards, and hired additional offshore support while saving $215K.
- Used applied Six Sigma techniques to assess Help Desk CDMS call volumes, identify repetitive, underlying problems, and develop solutions that reduced call volume by 10%, improved customer service and satisfaction, and increased applications supported from 24 to 28 at no additional cost.

Director of Service Management, Enterprise Search and Content Service Management (2007 to 2009)
Co-structured and implemented a new organization: the Enterprise Search & Content Management Service Group. Directed all aspects of service management, incident management, and problem management for both global applications. Coordinated the migration and consolidation of Content Management Servers worldwide into the state-of-the-art data center, reducing maintenance costs and improving consistency and standardization. Member of the Global Data Center Move Committee and the Document Management Customer Board.

- Significantly improved Content Management Rendition Server paging, identifying and resolving source problem, reducing paging alerts 50%, decreasing overtime, saving 64 person days of support resource time, and circumventing threatened UK HR employee grievances.
- Awarded Six Sigma Green Belt for pager reduction project.
- Used Six Sigma techniques to analyze and resolve PDF rendering services, reducing customer complains at least 50% and saving approximately $100K in overtime costs.
- Designated to manage a disgruntled team chronically working overtime and who had no performance evaluations in years. Researched complaints, established open communication and trust, instituted process and system improvements, reducing work schedule to 40 hrs./week while increasing team productivity and output.
- Proposed and implemented transferring support responsibilities from UK/US staff to offshore resources for the Content Management Service while maintaining agreed service levels and expanding the support team at no additional cost.

Director Web Content Management Service (2007 to 2008)
Took over management of the faltering Global Web Content Management project for intranet and extranet publishing.

- Directed the development team to successfully revamp the existing application to accomplish all required functions, eliminating the need to purchase an additional $350K system.
- Created a secure, version-controlled external corporate website, gsk.com, eliminating potential exposure lawsuit risk.

Head R&D Internet Standards and Governance (2006 to 2007)
Oversaw the development and delivery of the R&D Intranet Strategy, implementing R&D standards consolidation. Led the R&D Intranet Steering Group (ISG) and created the ISG Lead User Forum.

- Led the development of strategy and process for seamless hand-over to the business unit, eliminating the need for IT managing the governance process and saving one FTE.

Program/Offshore Director of R&D (2000 to 2006)
Directed management and delivery of global projects in R&D Development and Commercial Strategy-IT. Presented projects to executive team, obtained and managed funding, and drove consistent on-time, on-budget delivery. Implemented process improvements to Clinical Data Management, Bio Data Science, and Pre-Clinical R&D, merging systems and processes of Glaxo and SmithKline. Served as change agent, transitioning processes to offshore locations while managing the concerns of internal employees. Served on various IT Process Improvement committees, identifying

Program/Offshore Director of R&D (CONTINUED)

opportunities to increase productivity while lowering costs. Managed, mentored, and evaluated performance of 44 staff and contractors; promoted several direct reports.

- Developed and implemented a merged, centralized, best practices data collection, coding, and reporting system for R&D throughout the US, Europe, and Asia, improving the coding rate from 60% to 82%, saving $4.5M in personnel cost, and allowing Contract Research Organizations access to the integrated coding dictionary system without compromising security of the GSK networks.
- Received Gold Award for the integrated coding system and the Silver Award for the merging randomization systems.
- Received the Gold Award for creating a validated statistical analysis process that expedited average study reporting and FDA submission by two weeks, reducing expense per study by approximately $14M.
- Ranked in the top 10% of GlaxoSmithKline employees worldwide.

Software Consulting Group (SCG), Malvern & Media, PA. 1992 to 2000.
Project Director/Senior Consultant/Senior Project Analyst
Directed the Text & Knowledge line of business, providing profitable solutions for rapid searching enormous quantities of data using web-based search technologies. Clients included Florida Power & Light, Pennsylvania Power & light, and SmithKline Beecham.
- Served as project director for the Material Safety Data Sheet (MSDS) and Material Tracking System for all SmithKline Beecham sites worldwide, delivering project on time and on budget. System is still in use at GlaxoSmithKline today.
- Improved MSDS team performance and quality by communicating urgency and relevancy of product to R&D manufacturing personnel's personal health and safety; improved critical safety information update frequency from quarterly to instantaneous.
- Directed a team designing a sales-support project for SmithKline Beecham integrating imaging, text search, workflow, document management, and online CD-ROM applications, increasing the number of sales team question responses from 300 to 7,000 weekly with the same number of resources.

EDUCATION & CERTIFICATION

B.S. Mechanical Engineering, Villanova University, Villanova, PA.
Post-graduate courses: Organic Chemistry, Biology, and Medical Ethics
Pennsylvania State Paramedic
Six Sigma Green Belt
Information Technology Infrastructure Library (ITIL) Certified

AFFILIATIONS

Past-President, William Penn Chapter, Association for Information and Image Management International (AIIM)
Master of Information Technology Award, AIIM
Volunteer Boy Scout Leader
Volunteer Paramedic - 10 years