

Dr. Chanda S. London

Quality Management | Laboratory Operations | Service Expansion & Development

Pell City, AL 35128 • phone 615-691-1727 • email londonchanda@gmail.com • chandaslondon.online

Professional Summary

Professional leader with multiple years of high performance and organizational effectiveness interpreting and implementing quality standards in diverse laboratory settings including hospitals, physician offices, research facilities, private laboratories, surgery centers, clinical research organizations, and corporate facilities. My laboratory experience has evolved with a focus on data, quality and operations management for clinical research and life science organizations who provide contracted services for research and translational medicine.

Executive strengths, skills and talents include:

- Successful laboratory leadership in the areas of strategic planning, service development, and customer relations
 - Comprehensive knowledge of global quality and national accreditation standards for the clinical laboratory
 - Expert-level experience managing service quality, process efficiencies, and vendor relationships across disciplines
 - Extensive experience managing collaborative interdisciplinary teams for strategic partnerships and improved outcomes
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Professional Experience

Discovery Life Sciences, Huntsville, AL, 2021 – Present

Senior Director Laboratory Operations, October 2022 – present

- Develop and monitor strategic and tactical operational goals for the FFPE Laboratory and Biorepository
- Establish and maintain organizational key metrics of performance for continuous improvement
- Manage budgets and control operational costs, contract negotiations
- Support biospecimen acquisition, product development, and inventory management through collaborative executive teams
- Improve and manage organizational structure, processes, systems and procedures for department growth and quality
- Ensures ongoing quality management, application of industry standards and implementation of accreditation guidelines

Director Clinical Trials, June 2021 – October 2022

- Inaugural director, deployed professional and technical leadership in the newly established clinical trials and research division of DLS Biospecimen Services
- Built division's first immunohistochemistry laboratory to support biomarker-driven research and phase 1 clinical trials
- Led biospecimen operations and management, clinical trial review, and management of collaborative cross functional teams
- Established laboratory testing, analysis procedures, specimen handling protocols, and standard operating procedures
- Ensured compliance with federal, state, and local regulations; international GLP/GCLP legislation and guidelines
- Guaranteed delivery of projects in compliance with agreed project proposals and scope of work for global customers

Bridge Advocacy, Health Services Director, Murfreesboro, TN, 2018 – 2021

- Key executive responsible for program development, quality agenda, and business development of healthcare services
- Develop, market, and drive health services agenda in collaboration with executive team and medical professionals
- Oversight for deployment of patient advocacy and medical education services for patients and their families
- Lecturer, presenter, and instructor for organizational programs, seminars, and educational sessions
- Secure funding to support community educational initiatives

Veteran's Administration of Tennessee Valley Health System, Histologist, Nashville, TN, 2018 - 2019

- Prepared and used tissue specimens for teaching, research, and diagnostic purposes
- Embedding, microtomy, tissue processing, paraffin infiltration, and special stains
- Identified tissue structures and cell components to be used in the diagnosis, prevention, and treatment of disease

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Pathologist's Laboratory, Histologist, Hermitage, TN, 2017 - 2018

- Directed the validation and implementation of new testing methodologies based on specific client / team needs
- Established standards of performance and team competency by developing training tools and educational resources
- Management of multiple and simultaneous responsibilities designed to maintain and improve team productivity
- Aided in the provision of appropriate instruction and training of laboratory professionals
- Assured compliance with local, state, and federal regulations for laboratory services specializing in Anatomic Pathology

Integrated Oncology, Histologist, Brentwood, TN, 2015 - 2016

- Prepared surgical tissue for light and/or electron microscopic examination and diagnosis by Clinical Pathologist
- Performed Immunohistochemistry techniques, established protocols and guidelines for related procedures
- Operation and maintenance of specialized laboratory equipment and apparatus
- Searched for signs of bacteria, viruses, parasites and other contaminants in human tissue and body fluid
- QC management of IHC supplies, equipment, and project related activities

Vanderbilt University Medical Center, Sr. Clinical Lead Histopathology, Nashville, TN, 2011 - 2015

- Oversight of immunohistochemistry testing and validation of surgical specimens for VUMC and Children's Hospital
- Standardized department processes and implemented online paperless processes for quality control, and accreditation
- Development and implementation of reporting processes for Immunohistochemistry and related testing
- Improved turnaround time for special procedures by eliminating unnecessary administrative procedures
- Reduced antibody waste by changing registration methods for new reagents
- Introduced new inventory method that increased clinical testing options by 40%
- Successfully expanded menu of immunohistochemistry antibodies through testing and validation
- Database content development for new LIS installed on Cerner platform for Surgical Pathology department
- Implemented new health information management system for external clients that has led to 75% fewer billing and EHR errors, and improved business services

Mid-South Gastroenterology Group, Laboratory Services Director, Memphis, TN, 2009 - 2011

- Directed department budget and operations, established policies and procedures, provided medical staff education, quantified clinical outcomes, and ensured regulatory compliance for start-up practice as Inaugural Director
- Achieved CAP accreditation under my leadership, with zero deficiencies within second year of operation
- Managed new LIS system to the current IT needs of the medical staff, eliminating additional system integration
- Established annual compliance for laboratory department and affiliated business units delineating areas identified for ongoing monitoring and improvement in Compliance Action Plan
- Created, managed, and implemented investment plan for laboratory services and capital equipment
- Collaborated with cross-functional teams to establish and enhance quality systems that supported GLP compliance
- Established laboratory related activities, trained lab members, and developed laboratory procedures and protocols

Benaroya Research Institute, Research Coordinator / Laboratory Scientist, Seattle, WA, 2008 - 2009

- Successfully assisted external clients in the fulfillment of contract strategies, special industry assignments, and performance standards for research projects and laboratory services
- Served as a liaison between the BRI and research staff, decreasing clinical project turnaround time by 60%
- Provided updates and reports to and from various research committees on various initiatives and projects, decreasing communication and project errors by 50%
- Provided expert consultation, and assisted researchers with technical aspects of bio-technical and cancer research through special projects, long-term grant funded operations, and advanced analytics
- Improved departmental quality by streamlining data input and statistical analysis for clinical research projects

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Laboratory Corporation of America, Lead Immunohistologist, Birmingham, AL, 2006 – 2008

- Performed the evaluation, preparation, and research of new testing procedures
- Communicated testing requirements, results, and related reports to executive teams, stakeholders, and health facilities
- Successfully met organizational and stakeholder needs for new IHC services through physician surveys and data analysis
- Improved clinical operations, and increased efficiency by developing and performing in-house testing services previously performed externally
- Increased laboratory clients and vendors through the introduction of new laboratory services

Gateway Family Services, Collaboration / Quality Improvement Manager, Birmingham, AL 2006 – 2007

- Established clinical program benchmarks, objectives, and annual budget goals through collaboration with Alliance program directors and member agencies
- Developed and maintained reports and analytics for program performance, service outcomes, and corporate benchmarking, resulting in improved productivity
- Mediated four quarterly collaboration meetings between clinical and social service program directors annually, improving cooperation and communication between partner organizations
- Increased annual program budgets by successfully marketing program services to local human service organizations

Cunningham Pathology / HealthSouth Hospital, Pathology Assistant, Birmingham, AL 2001 – 2006

- Increased the number of technical laboratory procedures performed, including tissue processing, sectioning, embedding, manual and automated staining of human pathology specimens performed by 650 cases per week
- Improved upon clinical documentation required to manage daily work-flow, developed unmeasured QC/QA monitors, necessary for compliance and accreditation
- Decreased hospital surgical procedure times by 20-30 minutes, improving procedural workflow and patient outcomes

Glenwood Mental Health, Inc., Program Coordinator / Instructor, Birmingham, AL 1999 - 2001

- Increased program development for special needs children in a short term treatment program by improving relationships with therapists and community leaders, assessing resources for clients, implementing improvement strategies, monitoring performance, performing file audits, and maintaining current patient databases
- Expanded on-campus school program through weekly communication with staff, development of written materials, and support of the program's infrastructure.
- Under my leadership, 90% of high risk children graduated from the program on time, and according to their individual treatment plans

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Education

- Doctor of Education – Healthcare Leadership and Professional Practice – Trevecca Nazarene University
 - Master of Science in Healthcare Administration / Human Services - Capella University
 - Bachelor of Science in Biology - Dillard University
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Research Credentials

- Clinical Trial Research Associate Data Management Certification – Durham Tech
- Research Engagement, Recruitment, and Retention Certification – Duke School of Medicine & Clinical Research Institute
- Certified Clinical Research Coordinator – Medidata Electronic Data Capture System

Healthcare & Laboratory Credentials

- Histotechnician Certification – American Society for Clinical Pathology
 - Qualification in Biorepository Science – International Society for Biological and Environmental Repositories
 - Certified Associate of Health Information Management Systems – Healthcare Information and Management Systems Society
 - Board Certified Patient Advocate – Patient Advocate Certification Board
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Professional Affiliations

- National Association of Health Service Executives
- National Black Women in Clinical Research
- National Society for Histotechnology
- National Society for Clinical Data Management
- National Association of Clinical Research Professionals