

Katherine Pointer

Life Sciences Graduate

Memphis, TN 38125
(901) 305-0438
katherinepointer13@gmail.com

SUMMARY

Recent Life Sciences graduate with a Bachelor of Science degree in Biology from the University of Memphis with experience in quality assurance, healthcare data analytics, biological research, pharmaceutical document processing, and clinical documentation. Skilled in data analysis, technical documentation, process improvement, and cross-functional collaboration within healthcare and regulated environments. Experienced supporting quality initiatives, analyzing operational data, and maintaining documentation accuracy. Seeking opportunities in clinical research, biotechnology, healthcare analytics, laboratory sciences, and quality systems.

SKILLS

Technical: Python, SQL Fundamentals, Microsoft Excel, Microsoft Office Suite, Google Workspace, Data Analysis, Data Validation, Data Visualization, OCR, Retrieval-Augmented Generation (RAG), LlamaIndex

Quality & Operations: Quality Assurance, Risk Assessment, Process Improvement, Documentation Review, Technical Documentation, Data Integrity, Root Cause Analysis, Regulatory Documentation

Clinical Research & Laboratory: Biological Research, Laboratory Documentation, Specimen Handling, Microscopy, Pipetting, Clinical Documentation, Electronic Medical Records (EMR), HIPAA Compliance

EXPERIENCE

Mission Critical Partners, Remote, United States - *Quality Assurance Specialist Intern*

MAY 2026 - AUGUST 2026

- Conducted stakeholder interviews, analyzed qualitative findings to identify project risks and recurring themes, and contributed to quality assurance assessments supporting the Nevada DMV Transformation Program project.
- Collaborated with cross-functional teams to develop quality assurance reports, executive summaries, and actionable recommendations that supported risk mitigation, process improvement, and client decision-making..
- Contributed to the Nevada DMV Quality Assurance Assessment Report by assisting with interview analysis, risk scoring, and report development for executive leadership on a large-scale public sector transformation initiative.

Extern, Remote, United States - *TruBridge Healthcare Data Analytics Extern*

JUNE 2026 - AUGUST 2026

- Conducting exploratory data analysis on publicly available healthcare datasets, examining infection trends through variables like case counts, demographics, and time patterns to uncover meaningful insights.
- Leveraging AI tools such as ChatGPT and Claude to guide data discovery, generate research prompts, and support the creation of visualizations, dashboards, and reports on infection-related public health trends.
- Producing synthesis reports and presentations covering key areas including infection trends, data limitations, population insights, public health implications, and recommendations for stakeholder action.

Extern, Remote, United States - *Pfizer Supply Chain Document Extern*

FEBRUARY 2026 - APRIL 2026

- Constructed AI pipelines to automate the extraction and classification of pharmaceutical vendor data using OCR tools and Retrieval-Augmented Generation (RAG).
- Developed a document retrieval system using LlamaIndex and open-source LLMs (Mistral, Phi-2) to ensure data accuracy and traceability.
- Evaluated system performance by benchmarking OCR accuracy and routing quality to support large-scale pharmaceutical compliance.

University of Memphis, Memphis, TN - *Summer Research Assistant*

JUNE 2024 - AUGUST 2024

- Supported biological research through sample preparation, data collection, and laboratory documentation.
- Maintained detailed and organized research records to ensure reproducibility and data integrity.
- Assisted in preparing research materials and organizing findings for analysis and reporting.

ScribeAmerica, Southaven, MS - *Medical Scribe*

APRIL 2023 - SEPTEMBER 2023

- Documented patient encounters in electronic medical records with high accuracy and strict attention to clinical detail
- Optimized clinical workflows by providing real-time documentation support for healthcare providers in a fast-paced environment.
- Upheld rigorous HIPAA compliance standards and maintained total patient confidentiality during all clinical interactions.

University of Memphis, Memphis, TN - *Pre-Professions Student Worker*

JANUARY 2023 - JANUARY 2025

- Managed departmental data tracking and administrative coordination to support operations for over 150 students.
- Facilitated student engagement by organizing events, communications, and academic initiatives for pre-health programs.
- Maintained comprehensive records and academic materials to support the continuity of departmental activities.

EDUCATION

University of Memphis, Memphis, TN - *Bachelors of Science in Biological Sciences*

AUGUST 2021 - MAY 2026

GPA: 3.33 | Cum Laude

Relevant Coursework: Genetics, Cell Biology, Neurobiology, Organic Chemistry, Health Data Analytics, Genetics Laboratory, Vertebrate Histology, Animal Physiology, Medical Terminology

PROFESSIONAL CERTIFICATIONS & DEVELOPMENT

American Heart Association Basic Life Support (BLS)

Google Data Analytics Professional Certificate (In Progress)

IBM Data Science & SQL Fundamentals (In Progress)