

Marco Gjonaj

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PROFILE

Science graduate with a 1st Class MSci in Biochemistry from King's College London, combining deep domain knowledge in genetics and molecular biology with five years of hands-on operational and client-facing experience. Driven by the belief that personalised medicine represents the future of patient care, and that the people building it should act with the urgency that entails. Skilled in process design, workflow automation, and translating complex requirements into clear outcomes. Human-first in approach and tech-forward in execution, looking to contribute analytical rigour and operational ownership to a team where the work genuinely matters.

WORK EXPERIENCE

Client & Operations Coordinator | *UK PG Ltd, London*

2020 – Present

- Served as the primary point of contact for all client communications, managing complex, multi-stage enquiries and coordinating delivery across a live commercial environment with multiple concurrent accounts
- Designed and implemented an automated invoice tracking and email workflow system using Make.com, significantly reducing manual processing time and improving operational accuracy across the business
- Conducted end-to-end account administration including requirements gathering, scoping, quoting, and follow-up, developing a strong quality assurance mindset and attention to detail
- Produced clear process documentation and maintained financial records across five years of high-volume transactions using Excel, supporting auditability and operational consistency
- Identified inefficiencies in existing workflows and independently implemented solutions, demonstrating a proactive approach to process improvement and root-cause analysis

Customer Service, Front & Back of House | *Miller & Carter, Muswell Hill*

Dec 2022 – Jul 2023

- Delivered high-quality service in a fast-paced environment, managing competing priorities and resolving issues with professionalism, building composure and a participant-first approach under pressure

EDUCATION

MSci Biochemistry, 1st Class Honours | *King's College London*

2021 – 2025

- Dissertation: Characterised novel archaeal SAND enzyme homologues using protein BLAST and UniProtKB analysis, structural modelling and manual atom repositioning in PyMOL (including Fe-S cluster geometry adjustment), molecular docking via AutoDock Vina, and antiviral activity screening, demonstrating end-to-end scientific project management from computational analysis to wet lab execution
- Identified and validated an optimisation to the VITAS assay plating protocol, mixing molten agarose directly into the transformed bacterial sample prior to plating, rather than pipetting the sample onto a pre-set agar plate. This significantly improved colony recovery by reducing cell stress and desiccation at the plating stage. Presented findings to the lab lead, who independently validated the result and adopted the optimisation into the standard protocol
- Relevant modules: Statistical Analysis of Data, Bioinformatics, Molecular Genetics, providing scientific fluency in genomics, structural biology, and precision medicine
- Developed strong scientific writing and documentation skills throughout degree, producing technically precise reports for academic and research audiences

ADDITIONAL EXPERIENCE

- Planned and coordinated multiple amateur boxing shows, managing end-to-end logistics for 20+ participants including weight categories, fight order scheduling, venue setup, and real-time resolution of no-shows and timing conflicts
- Handled all financial administration across events including fighter payments, demonstrating trustworthiness with sensitive operational and financial processes
- Coached beginner students in boxing fundamentals, developing the ability to communicate clearly, adapt explanations to different learning styles, and build confidence in those new to a complex skill
- Ten years of consistent commitment to the sport reflects strong personal discipline, resilience, and the ability to perform under pressure

SKILLS & TOOLS

Scientific	Genomics, molecular biology, structural biology, enzyme biochemistry, antiviral research, bioinformatics, statistical data analysis, scientific writing
Lab	Molecular cloning, recombinant protein expression, SDS-PAGE, His-tag affinity purification, agarose gel electrophoresis, bacterial cell culture, metabolite extraction, LC-MS sample preparation, NanoDrop spectrophotometry
Computational	PyMOL (structural visualisation, mutagenesis, HETATM editing), AutoDock Vina / MolModa (molecular docking), BLAST / UniProtKB (sequence analysis)
Technical	Microsoft Excel (advanced), Make.com (workflow automation), JSON (familiar), HTML (basic), process documentation
Operational	Requirements analysis, QA mindset, workflow design, change management, CRM administration
Client-facing	Stakeholder communication, implementation coordination, participant support, training material development
Languages	English (native)

References available upon request.