Christopher Duff

Damascus, MD 20872 | (910) 545-3605 | duff1914@gmail.com

25422 Damascus Park Terrace

PROFESSIONAL SUMMARY

Dedicated and highly accomplished Biotechnology professional with 20 years of industry experience. Proven expertise in Good Manufacturing Practices (GMP) operations, system training, document revisions, and cross-functional leadership. Recognized as a Subject Matter Expert (SME) in M-ERP systems and a highly capable Training Coordinator utilizing LMS systems to drive site compliance and workforce readiness.

CORE SKILLS

- **Industry Compliance:** GMP Operations, SOP & Training Plan Revision, Root Cause Analysis, Deviation & CAPA Investigations
- **Training & Development:** Instructor-Led Training (ILT), On-the-Job Training (OJT), Aseptic Training Programs, Digital Content Creation (Videos & E-learning Modules)
- **Systems & Software:** M-ERP (Subject Matter Expert), MyLearning LMS (High-Level/Training Coordinator II Access), Veeva, LES, SAP, Microsoft Outlook
- **Leadership & Operations:** Team Management, Onboarding, Cross-Functional Collaboration, Inventory Management

PROFESSIONAL EXPERIENCE

Samsung Biologics (formerly GlaxoSmithKline)

Senior Manufacturing Technical Training and Development Specialist

Senior Specialist (Mid 2024 – Present) *Note: Transitioned to this role due to site reorganization, not performance.*

Manager (October 2021 – Mid 2024)

MTTD Specialist II (April 2021 – October 2021)

MTTD Specialist I (December 2019 – April 2021)

- Report directly to the Associate Director of MTTD to align site training goals.
- Managed a team of 5 Qualified Trainers (QT) focused on training and developing new manufacturing associates and completing critical site initiatives.
- Assisted with the development and delivery of an 8-week new hire training program aligned to production strategies, improving compliance and employee value.

- Supervised and led manufacturing new hires from onboarding through permanent team transition, providing feedback to build strong GMP behaviors.
- Partnered with the site Training Compliance Team to manage LMS projects and system requests.
- Successfully rolled out a new way of working/learning in a validated learning management system on two separate occasions.
- Built strong bridges between Training Compliance and Manufacturing departments to streamline training efficiency.
- Created digital training materials (videos, electronic modules) to streamline the learning process and increase new hire understanding.
- Developed and increased M-ERP SME expertise across production teams.
- Assisted with root cause analysis, problem-solving, continuous improvement initiatives, deviations, and CAPAs.
- Supported the sitewide rollout of Veeva and M-ERP, and the manufacturing rollout of LES.
- Developed and implemented targeted training programs based on site and manufacturing needs.
- Coordinated and drove essential training activities to maintain strict training compliance.
- Scheduled and participated in interviews for manufacturing and supervisor positions.
- Ordered and maintained inventory for the MTTD Team.
- Assisted in developing and delivering the Aseptic Training program for Manufacturing Associates.
- Revised SOPs and Training Plans as needed to ensure operational accuracy.
- Performed Instructor-Led Training (ILT) and On-the-Job Training (OJT) across the site.

GlaxoSmithKline — Rockville, MD

Manufacturing Associate II - Lead Associate (May 2011 – December 2019)

- Served as the first line of contact for the Supervisor to provide operational updates on GMP activities.
- Led a team of associates to drive production performance in the GMP area.
- Printed and delivered critical batch records from SAP to multiple manufacturing groups.
- Operated equipment in Small Scale (25L, 200L, and 1600L bioreactors) and Large Scale (50L, 5000L, and 20,000L bioreactors) GMP facilities.
- Operated complex equipment under strict OSHA and cGMP regulations.
- Reviewed and executed related manufacturing documentation.
- Performed Clean-In-Place (CIP) and followed SOPs for stainless steel bioreactors.
- Assisted with troubleshooting technical issues and operational challenges.
- Partnered with specialists to close deviations and collaborate on investigations for CAPAs.
- Handled the development and training of new associates and served as a recognized Qualified Trainer.
- Performed monthly SOP audits and maintained physical and digital SOP libraries for the manufacturing area.

- Received, staged, and tracked raw materials utilized in GMP processes.
- Monitored and audited work processes to ensure total compliance and completion.
- Performed precise aseptic operations inside a Biological Safety Cabinet (BSC).

IGENE — Columbia, MD

Laboratory Associate (September 2006 – March 2011)

- Configured and provided technical support for 10L fermentors used in R&D for astaxanthin development.
- Collaborated on design strategies to maximize overall fermentation productivity and yield.
- Executed 24/7 process monitoring and generated weekly performance metrics regarding strain efficiency.
- Supervised and mentored staff on laboratory protocols and participated in candidate interviews.
- Provided subject matter expertise for large-scale product optimization during joint-venture travel.
- Procured critical materials and oversaw general laboratory inventory management.

Healthy Directions — Rockville, MD

Customer Service Representative (January 2006 – September 2006)

- Assisted customers with purchasing alternative health products.
- Guided customers through initial account setup.
- Resolved and handled general customer complaints and concerns efficiently.

EDUCATION

North Carolina Wesleyan College

Bachelor of Science, Biology

ORGANIZATIONS & AFFILIATIONS

- **Member**, Phi Beta Sigma, INC.