

Dylan Sage Wilcox

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PROFESSIONAL SUMMARY

Experienced project manager with 7+ years in project management across higher education, insurance, and biotechnology sectors. A multilingual professional with technical writing experience focused on goal-driven process improvement and fostering collaborative work environments. Committed to advancing company missions through strategic, progressive projects.

WORK EXPERIENCE

Nelson Labs & Sterigenics, a Sotera Health Company

December 2021 – Present

Project Manager – Sales

Taylorsville, UT

- Managed medical device and pharmaceutical projects generating \$1.2M in FY '24 sales.
- Collaborated with lab staff to ensure timely testing of customer products.
- Achieved a 56% average revenue increase across all accounts year over year.
- Tracked project progress using Microsoft CRM, Excel, and project charters.
- Led cross-functional calls with clients and experts to meet complex project needs.
- Managed budgets effectively, ensuring projects were completed under budget.

Technical Writer – Expert Advisory Services

Taylorsville, UT

- Consulted with medical device companies on industrial sterilization of critical lifesaving products.
- Authored cycle validation protocols, process definitions, and final reports for ethylene oxide sterilization.
- Applied knowledge of ISO 11135:2014, ISO 10993-7, TIR 28, and AAMI standards.
- Executed fractional, half, and full cycle validations, including sterility assurance and EO residual testing.
- Supported a global team of 30+ subject matter experts in biocompatibility, toxicology, microbiology, chemistry, and pharmacology.
- Streamlined project management by organizing SharePoint libraries for easy access by experts.
- Developed templates for EO sterilization validations, final reports, and radiation sterilization projects.
- Adhered to USP and FDA guidelines for medical and pharmaceutical devices.
- Led cross-functional calls and meetings across multiple time zones.
- Engaged in webinars, seminars, and industry conferences.

The City Journals (previously the South Valley Journal)

November 2021 – Present

Journalist – Riverton Local Life Staff Writer

Sandy, UT

- Local life and community event writer focused on covering stories in the Bluffdale, Riverton, and Herriman.
- Highlights political candidates, businesses, and individuals who have significant impact in the community.
- Attends townhalls, surveys people from various political and professional backgrounds.
- Conducts interviews with councilmembers and city staff to bring greater transparency to the community.

EMI Health

June 2020 – December 2021

Compliance Trainer / Policy & Procedure Specialist

Murray, UT

- Promoted internally to fulfill the position upon departure of my direct manager.
- Trained 80 newly hired employees in EMI's compliance program.
- Supervised a team of four contract specialists, reviewed medical, dental, and vision contracts, agreements, amendments, and plan documents. Filed numerous plans across 15 states for two companies.
- Coordinated and edited company-wide policies and procedures across all departments in the internal database.
- Participated in company board meetings to assess the firm's financial health; ensured compliance with state and federal insurance laws.

Stevens-Henager College (Center for Excellence in Higher Education)

June 2019 – August 2021

International Student Services Advisor, DSO

Murray, UT

- Promoted to become the de facto director of the international student program for Center of Excellence in Higher Education.
- Maintained all internal records for F-1 and J-1 international students on SEVIS.
- Issued Form I-20 to accepted students and their dependents.
- Sign off on all employment and travel endorsements.
- Point of contact for all International Students enrolled at both Independence University and Stevens-Henager College campuses.
- Advised and guided students on immigration cases I-765, I-983 and H1-B petitions with the United States Customs and Immigration System (USCIS). Retained 85% of all students admitted.
- Liaison between Department of Homeland Security, SEVP and the College as a Designated School Official.

BYU-Hawaii, Department of Arts and Letters

December 2018 – April 2019

Special Instructor (Internship)

Laie, HI

- Taught an engaging English 101 course to 20 undergraduate students focused on poetry, drama, non-fiction, and short story work.

EDUCATION

Utah Valley University

May 2024-Current

Master of Business Administration – Healthcare Administration

Orem, UT

- Currently engaged in a part-time MBA program with an emphasis on healthcare administration.

Brigham Young University-Hawaii

December 2018

Bachelor of Arts, English and Certificate in New Media Journalism

Laie, HI

- Presenter at the National Undergraduate Literature Conference at Weber State University in March 2018.
- Researched various cultural and literary topics, specifically focused on Pacific Island literature, Hawaiian history, and post-modernist works.

SKILLS, LANGUAGES, & INTERESTS

- **Skills:** Editing, document review, contract analysis, knowledge of ethylene oxide gas, radiation and Noxilizer sterilization modalities. Graphic design and video editing (Adobe Premier, Illustrator, and InDesign). SharePoint, Microsoft Office Suite Applications (Outlook, Word, Excel, PowerPoint, SharePoint), Slack, WordPress, Salesforce, CRM, International student recruitment, admissions, administrative procedures, cascading style sheets (CSS), basic HTML, pivot tables, Jira, SmartSheet.
- **Languages:** English (native fluency), Cebuano (near-native fluency), Hawaiian (intermediate fluency), Spanish (intermediate fluency), Japanese (conversational)
- **Interests:** Business development, medical device industry, biotechnology, health care, technical writing, project management