



Andrew Grainger, PhD

Field Applications · Scientific Sales Enablement · Molecular Genetics

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A PhD-trained Field Application Scientist who pairs customer-facing instrument work with tools that scale technical support. At ORFLO, I demonstrated Moxi instruments, joined sales calls, resolved customer questions and created Moxi training videos. In PCS marketing operations, I built queryable Moxi and Singulator product-support knowledge bases and a working Slack prototype that routes questions to product agents. I can build this kind of system around a new instrument portfolio, turning its support history into source-grounded guidance and training for field and sales teams.

FIELD APPLICATIONS AND COMMERCIAL SCIENCE

Field Application Scientist — ORFLO Technologies

2023 – 2024

- ◆ **Ran Moxi instrument demonstrations** for customers and joined sales calls as the scientific specialist; explained cell-counting and analysis workflows, answered application questions and supported follow-up troubleshooting.
- ◆ Handled customer technical support, returns and quotes, staying with questions that crossed scientific, service and commercial lines.
- ◆ Wrote and narrated **Moxi tutorial videos** covering instrument use and analysis. The tutorials remain in use for sales and training.
- ◆ Authored Moxi V installation and operational qualification protocols for a customer's serial-numbered instrument, including **21 CFR Part 11 secure-mode checks**; prepared certificates of analysis and conformance.

Senior Manager of Marketing Operations — Precision Cell Systems / ORFLO Technologies

2024 – Oct 2026

- ◆ Led scientific marketing and content across the Moxi and Singulator instrument lines, connecting product evidence and customer questions to practical sales and application material.
- ◆ Built **three competitor battlecards** and **82 account-level cross-sell plans** connecting existing Moxi accounts to possible Singulator workflows.
- ◆ Built **Moxi and Singulator product-support knowledge bases** from historical customer-support email and question archives plus instrument documents, making technical records queryable for product and support questions.
- ◆ Built a **working Slack prototype** using self-hosted Docker and n8n to route questions to those product agents and return answers in Slack. For a new instrument portfolio, I can adapt the method: index its support history and documents, expose source-linked answers, and give FAS, sales and support colleagues faster access to defensible guidance and training material.
- ◆ Turned customer-support archives into **35+ standardized technical reference guides** and published a public FFPE workflow guide; use source checks and technical review before scientific claims move into customer-facing copy.
- ◆ Built technical articles, longer guides, a resource hub and video campaigns to explain instrument use and the underlying science to research buyers and current customers.
- ◆ Used AI technical-expert checks against instrument knowledge bases before publication, including correction of references to a Singulator model that does not exist.

ADDITIONAL SCIENTIFIC KNOWLEDGE WORK

Co-Founder & AI Engineering Lead, Cypher Lab · Aug 2025 – present. Build separate, source-linked scientific-literature and workflow tools for life-sciences content and technical teams.

SCIENTIFIC FOUNDATION

Post-Doctoral Research Associate, Radiology & Medical Imaging — University of Virginia

2020 – 2023

- ◆ Developed and published a deep-learning CT body-composition method, working across imaging, physiology and clinical research colleagues; earlier doctoral work included MRI analysis.
- ◆ A published CT segmentation method reached **Dice 0.94 and R² 0.99**, reducing a reported 46-hour manual analysis to about one minute; translated method limits and results for collaborators.
- ◆ Prepared full-board IRB study and data-security materials for human imaging research and coordinated with the colleague responsible for participant-facing recruitment and follow-up.

Graduate Researcher, Biochemistry & Molecular Genetics — University of Virginia

2014 – 2019

- ◆ Combined genomic analysis, molecular biology and tissue experiments in cardiometabolic genetics research; identified **Mep1α as an atherosclerosis susceptibility gene**, published in *Genetics*.
- ◆ Used NGS and bioinformatics methods including DESeq2, PLINK and R/qtl; earlier master's research included ChIP-seq analysis. Across PhD and postdoctoral research, recruited, mentored and directed **five medical students total**.

HOW I SUPPORT THE FIELD

Customer question to reusable field answer. Live Moxi demonstrations and support exposed where users needed help. I turned that knowledge into training videos and technical guides, then built product-support knowledge bases and a Slack question path at PCS. The method can be rebuilt around another portfolio and its support history.

Research depth behind the application story. My work spans molecular genetics, cell-analysis instruments and medical imaging. I can discuss method choices with researchers, then make the answer clear enough for the next customer call.

EDUCATION, PUBLICATIONS AND METHODS

PhD, Biochemistry & Molecular Genetics — University of Virginia, 2019 · **MS, Biology** — University of California San Diego, 2014 · **BS, Molecular Biology** — University of California San Diego, 2013.

Research record: 10 peer-reviewed publications listed at ORCID 0000-0003-4131-2775; four invited talks during 2021–2022, including an American College of Radiology CME-accredited webinar.

Field applications Scientific presales support Instrument demonstrations Customer troubleshooting
Sales enablement Technical training videos Moxi V / Z / GO II Product-support knowledge systems
Cell counting and flow cytometry 21 CFR Part 11 · IQ/OQ Competitive analysis Scientific writing
Molecular genetics NGS data analysis CT/MRI image analysis Python · R