RESUMEDS

8888 Alvarado Street, Los Angeles, California 90026 ☎ 234.567.8888 contact@resumeds.com

~ CLINICAL TRIALS ASSOCIATE ~

TIME MANAGEMENT AND PRIORITIZATION ▪ ORGANIZATION, PLANNING AND EXECUTION
TRAINING AND DEVELOPMENT ▪ CONTINUOUS PROCESS AND PERFORMANCE IMPROVEMENT

PROFILE

Tenacious, flexible, and detail-oriented professional, with 15 years of experience in clinical trials and customer service. Armed with a strong understanding of both business processes and clinical implications. Effective motivator and advocate; adept at dealing with all types of individual in highly stressful and challenging environments. Technically proficient with Microsoft Office Suite (Word, Excel, and PowerPoint), ALS (laboratory system), Lotus Notes, Supply Tracking System, SQL, and SAP.

PROFESSIONAL EXPERIENCE

RESUMEDS, LOS ANGELES, CA (2004–2014)
CLINICAL TRIALS COORDINATOR Jan 2009–May 2014

- Evaluated study standards and produced study-specific laboratory manuals and requisitions.
- Developed study-specific laboratory kits in alignment with protocol requirements.
- Administered domestic and international shipment arrival for new study start up and study-specific procedures simultaneously.
- Administered clinical trial operations, guaranteeing distributions of forms, supplies, equipment, laboratory samples and the implementation of research protocols.
- Rendered oversight to ongoing monitoring and appraisal of laboratory queries; as well as offered in-service education for clinical research sites and in-house personnel
- Designed clinical databases and assessed related documents through query resolution, site request, computerized validation, and data importing.
- Adhered to good clinical practice (GCP) and laboratory standard operating procedures (SOPs).
- Provided assistance with the development of training manuals and procedures.
- Rendered support in writing the International Organization for Standardization (ISO) 15189 procedures.
- Traveled and presented at Investigator Meetings.

CLINICAL TRIALS CUSTOMER SERVICE/SITE SUPPORT LEAD Mar 2004–Jan 2009

- Held responsibility for the implementation and testing of new software applications for in-house management and made use of Internal Remedy Application for documentation.
- Arranged and distributed study-specific supplies to sponsors and clinical sites.
- Provided support to the Quality Assurance Team in testing changes to systems and processes.
- Constantly communicated with study sponsors, monitors, and clinical sites personnel.
- Presided over in-service education for clinical research sites and in-house personnel.
- Handled customer service calls from sponsors while overseeing principle investigators and study coordinators.

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ADDITIONAL EXPERIENCE

RESUMEDS, LOS ANGELES, CA
OFFICE COORDINATOR May 2014–Present

- Take charge of maintaining subsidiary accounts through verification, allocation, and posting of transactions.
- Demonstrate adeptness in balancing subsidiary accounts through reconciliation of entries and general ledger by preparing a trial balance.
- Systematically document significant records and develop financial reports by accumulating, analyzing, and outlining account information.
- Enforce strict compliance with federal, state, and local legal requirements by appraising requirements, documenting reports, and offering suggestions to the management on needed actions.

Earlier Position Held:

RESUMEDS, LOS ANGELES, CA
SENIOR CUSTOMER SERVICE REPRESENTATIVE

EDUCATION AND CREDENTIALS

ASSOCIATE OF HEALTH SCIENCE IN HEALTH CARE ADMINISTRATION, *In Progress*
BERGEN COMMUNITY COLLEGE, PARAMUS, NJ

CLINICAL RESEARCH EDUCATION/PROFESSIONAL CERTIFICATION, *In Process*
SOCRA, CHALFONT, PA

PROFESSIONAL DEVELOPMENT

Good Clinical Practice Training Course, 2011
Dale Carnegie Leadership Program, 2009
Pacific Institute Program, 2001-2010
Continuing Education Units (CEUs), 2002

AFFILIATION

The Society of Clinical Research Associates, Inc. (SOCRA)