Teckro

My work placement was carried out at Teckro’s head office in Limerick.

Teckro develops software to make running clinical trials easier and more efficient.

Most of the project management team is based in Limerick. They are in charge of communicating with customers and fulfilling customers' requests.

There is a team of CCSAs(Clinical Client Support Associate) in charge of onboarding and engagement of users.

There is a small software development and DevOps that work with the main team in Dublin.

There is an IMA(Information Maintenance Assistant) team. They are in charge of tracking user activity. This information gets used by other teams to improve Teckro’s software. The information is also used by the customer to improve the way they run their trials. I was part of this team and I trained in new IMAs before ending my work placement.

Work Placement Environment and Experience Summary

I reported to my manager Brian Deighan. He is the lead Project Manager. Our team consisted of 3 intern IMAs.

I was assigned a certain amount of studies, I had to track user activity for these studies. Every day I kept these up to date with the latest searches. Project Managers and CCSAs would often ask us questions about certain sites, studies, countries etc. They would also get us to do reports for customers based on their requests. E.g They might ask for user activity in a certain country.

I was put in charge of designing an excel document to improve and streamline our work. After many iterations I arrived at the Spreadsheet we currently use. It uses tables, slicers, pivot tables, many formulas and filters. The raw information is entered which then populates a dashboard with all sorts of useful information which the Project Managers and CCSAs use every day.

On many occasions we carried out functional testing on Teckro’s software.

Week 1:

We were given a tour of the building. We were given SOPs(Standard Operating Procedures) to read. We were given a desk and a computer. We began working on our first studies. We had a meeting with the project managers to discuss our job.

Week 2:

I get given studies by a project manager. I go through the database using Kibi gathering searches from the users of the Teckro App. I organise them by date into Excel. I then create PowerPoint presentations which I will present to the relevant Project Managers and CCSAs.

We had a meeting with a project manager based in Nashville. We discussed her job and her previous work a site coordinator.

Week 3:

We had a meeting with our manager. We discussed our reporting and how to make our PowerPoint Presentations more consistent. I discussed what we do with the VP of Engineering.

We had a meeting with the QA Manager. She went through Teckro’s rules and policies with us.

I met with a couple of the Project Managers and we discussed their studies.

Week 4:

We started practicing demoing Teckro. We use PowerPoints slides and give an overview of Teckro.

Week 5:

We had a meeting with a new member of Teckro. His job will be to automate what we do as it’s very manual and not scalable as Teckro grows.

Week 6:

I met with a CCSA for one of my studies and we discussed which sites, user and countries I should profile.

Week 7:

We continued with our work, practicing presentations and meeting with PMs and CCSA.

Week 8:

We have taken a new approach to our data analysis. We are now updating each study daily. This allows the Project Managers and CCSAs to access nearly real time end user search data for their studies.

We helped another team test a new version of the protocol for a study.

Week 9:

We helped the development team with functional testing.

Week 10:

We completed the functional testing.

We gave a presentation to the entire company including the Nashville & Dublin offices. We gave an overview of what IMAs do and what use our work is to the company.

Week 11:

We helped out with some more functional testing.

Week 12:

We gathered the top 25 searches for all of our studies. This will be used to identify what parts of the app are most popular so development can be focused on the important areas.

Week 13:

I spent the week finding ways to automate and speed up our weekly reports. I began designing a Monthly Report Excel Template.

Week 14:

I learned how to use Pivot Tables and Data Models in excel. This allowed me to simplify and automate large parts of our work which we had been doing manually.

Week 15:

I took suggestions from the PMs and other IMAs for improvements to the Template.

Week 16:

We started using my reports tempalte. This has made our work easier and more efficient. I will keep improving it.

Week 17, 18, 19:

I continued with my daily reporting work. We had a weekly meeting with our manager to discuss our work and ways of improving it.

Week 20:

Two of the interns finished their work placements. I took over their studies.

Week 21:

I trained in a new hire. I showed him how to use Kibi, use my Excel template and all the other parts of the job. He will be taking over my work when I leave. I will also be available in the future to train in any new IMAs.

Learning and Experience Self Evaluation

I used Excel, Kibi(Relational Search and Analytics) and various in-house tools.

I used my