

# Ysanne Williams

## RESEARCH ASSISTANT

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### Objective

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A versatile professional with a proven track record of success in diverse customer service roles, offering a unique blend of interpersonal, verbal, and written communication, organizational, and technical skills. Ready to contribute to a dynamic team and drive excellence in Research.

### Experience

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#### Chiropractic Assistant | A Natural Path to Health

May 2022- Dec 2023

- **Fostered Open Communication:** Greeted patients courteously, answered patient inquiries, and facilitated open communication, fostering a sense of comfort and trust.
- **Collaborated effectively:** Worked harmoniously with office staff, Chiropractors, and other multidisciplinary professionals to create a seamless working environment, ensuring streamlined operations.
- **Patient registration:** Facilitated the completion of initial questionnaires and consent forms, scheduling appointments, providing clear explanations of chiropractic procedures in plain language – enhancing patient comfort and trust.
- **Managed comprehensive data operations:** Oversaw email inboxes, phone calls, and maintained the ChiroSoft database, ensuring data accuracy, integrity, and promoting an organized information system.
- **Enhanced data documentation accuracy:** Demonstrated meticulous attention to detail in data input for patient records in the Electronic Medical Record system, significantly improving business accuracy and reducing errors.
- **Boosted patient retention and relationships:** Communicated via email and phone, booked follow-up appointments, and proactively engaged potential patients, resulting in increased patient retention and long-standing client relationships.
- **Organized files efficiently:** Utilized basic office equipment and software, including Microsoft Word, Excel, Outlook, faxes, and scanners, achieving organized files in both paper and electronic formats compliant with PHIPA.
- **Managed social media presence:** Developed and implemented a post schedule for infographics, resulting in a 100% increase in reach and interaction compared to the previous 6 months.
- **Educated patients on supplement science:** Provided insightful explanations of scientific concepts behind supplement usage in plain language, such as Vitamin D and Omega-3, contributing to patient understanding and engagement.
- **Exhibited efficiency in task completion:** Successfully completed all assigned tasks accurately in a fast-paced environment and within strict deadlines, showcasing strong time management and organizational skills.

#### Clinical Research Assistant (Intern) | St. Michael's Hospital

Jan 2022- May 2022

- **Conducted health chart reviews:** Liaised with research collaborators to analyze health charts, scheduled study procedures utilizing an appointment scheduling system, and proactively confirmed appointments with subjects to ensure seamless coordination.
- **Managed blood specimens/samples:** Played a key role in the management and handling of specimens/samples according to IATA regulations, ensuring proper protocols were followed for accurate research outcomes.

- **Conducted literature searches:** Executed thorough literature searches, offering essential support in gathering relevant information for research purposes and manuscript preparation.
- **Performed research-related administrative functions:** Efficiently handled various administrative tasks, including filing, application to the REB, and mailings, contributing to the overall organization and smooth functioning of clinical research-related processes.

#### Retail Sales Associate | TJX

Jun 2020- Aug 2022

- **Exhibited exceptional customer service:** Proactively assisted customers in locating desired items, delivering personalized product recommendations, and resolved client issues effectively, enhancing overall customer satisfaction.
- **Contributed to revenue growth:** Played a pivotal role in store revenue growth by skillfully cross-selling and upselling products aligned with customers' interests, maximizing sales opportunities.
- **Operated POS system efficiently:** Ensured smooth and speedy transaction processes for customers by efficiently operating the Point of Sale (POS) system, optimizing the overall checkout experience.
- **Maintained an organized sales floor:** Coordinated with merchandising teams to uphold a well-organized sales floor, optimizing product placement, and received individual recognition for outstanding customer service based on positive customer survey feedback.
- **Managed and led a small team:** Successfully led a small team in the jewellery department, showcasing effective leadership and managerial skills.
- **Trained new staff for service excellence:** Conducted comprehensive training for new staff across various store areas, ensuring the maintenance of high customer service standards throughout the store.

#### Education

York University | Bachelor of Science (Hons)

2023

Major: Biomedical Science - Several years of laboratory exposure as well as lab equipment useage.

#### Certifications

- Good Clinical Practice – NIDA Clinical Trials Network
- ICH Good Clinical Practice E6 (R2) – Global Health Network
- TCPS 2: CORE 2022

#### Skills & abilities

- Knowledge of Medical Terminology
- Computer literacy in Microsoft Office (Word, Excel, Teams etc.)
- Multi-tasking and managing multiple priorities
- Excellent problem-solving and decision making skills
- Leadership and critical thinking
- Ability to work independently under stress with minimal supervision and in a team environment
- Excellent organizational skills
- Demonstrated resilience and initiative
- Quick learner
- Detail oriented and accurate
- Exceptional customer service skills
- Time management and workload prioritization

#### Volunteer work

Humber River Hospital

2019; 2023