

Kristen J Swaney

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Summary

Project Support Specialist, a resourceful administrative professional with extensive experience providing support, research, and reports to executives and various departments across United States territories. Able to balance needs of management, while providing excellent customer service, and maintaining confidentiality and schedules with ease. Utilizes strong organizational planning and e-communication skills toward improving operational efficiency, and passionate in implementing, coordinating, and developing new programs and events.

Technical Competencies

- Mastered Windows XP, Windows Professional, Windows Vista, Windows 7, Mac OS Lion, Micros, POSi Touch, Field Edit Systems, SharePoint, and Site Selection Management Application
- Microsoft Suite: Word, Excel, Outlook PowerPoint, Access, and Outlook
- Adobe Programs: Adobe Illustrator and Adobe InDesign programs
- Mac iWork: Keynote, Pages, Numbers, Outlook and iWeb

Professional Experience

Project Support Specialist

5/2011 – Present

Client Associated Businesses

- Report directly to United States Clinical Operations (USCO) Business Operations Specialists (BOS) Lead Manager
- Liaise directly with Clinical Operations Managers and Clinical Operations Leads
- Update USCO database for US Oncology sites
- Perform data and metric analysis to support start-up activities
- Complete ad hoc reports for special projects as requested
- Develop and populate SharePoint databases to increase Pfizer colleague accuracy and efficiency
- Utilize Pfizer databases and internet research to locate demographic and historical records of potential clinical investigators
- Maintain and update business unit spreadsheets
- Provide site management support to US Pfizer Clinical Operations Functional Service Provider (FSP) staff and FSP monitors in the field
- Liaise with the USCO staff and their respective FSP partners to provide site selection and site management support as appropriate
- Maintain meeting minutes and manage SharePoint meeting minutes and agenda folders to keep colleagues updated
- Mastered SharePoint and Site Selection Management Applications

Lead Server

3/2010 – Present

Main Street Grille – Niantic, CT

- Report directly to General Manager and Owner
- Maintain daily cash due and individual cash bank
- Market specials on food, beverages, and special events
- Effectively communicate with general manager to delegate tasks as needed
- Continue to strengthen customer service skills through daily interaction with patrons and vendors
- Mastered POSi Touch System

Assistant Manager

8/2008 – 3/2010

The Black Sheep Public House – Niantic, CT

- Reported directly to General Manager and Owner
- Created and implemented innovative and cost effective marketing tactics that are still in use today
- Coordinated and hosted company events to increase revenues and brand recognition
- Effectively communicated and supervised staff of 20
- Maintained account balances and daily cash dues
- Created and completed daily financial statements
- Scheduled employees and inventory deliveries
- Mastered Micros operating system

Assistant Marketing Coordinator – Internship

1/2008 – 4/2008

IDL Systems Inc. – Boston, MA

- Directly reported to Director of Sales and Marketing
- Assisted with the coordination of program material assembly
- Database development and management: compiled database of 100+ entries for comparative analysis
- Created and edited PowerPoint presentations and course catalogs

Assistant Program Developer – Internship

1/2008 – 4/2008

iABLE Institute – Boston, MA

- Directly reported to Director of Sales and Marketing
- Project lead for increasing local intelligence
- Secured nine new applicants for new iMBA program within two week time frame; new record for institution
- Participated in lead generation activities to increase student recruitment
- Strengthened relationships with local organizations by offering: Lunch & Learns, email blasts, and informational booths at high traffic areas
- Database development and management: developed database of 400+ entries aimed at increasing client base

Team Manager and Field Technician – Internship

9/2007 – 12/2007

Boston Public Works Department – Boston, MA

- Managed group of three coworkers
- Coordinated group meetings and scheduled daily routes and goals
- Database development and management: created database of 500+ entries of places of specific importance
- Inventoried physical conditions of streets and sidewalks throughout Boston, MA
- Examined and inventoried ramp angles to meet ADA compliance
- Strengthened time management skills and group coordination skills
- Mastered Field Edit program

Office Manager – Volunteer Work

5/2006 – 7/2006

Diablo Glass & Metal – Boston, MA

- Reported directly to Program Director and company Founder
- Designed, compiled and distributed company brochure
- Updated company webpage and created Festival of Fire webpage
- Advocated annual Festival of Fire event
- Registered new students and compiled daily class lists, schedules, and agendas

Education**Master in Business Administration in Social Media Marketing**

Exp. 2013

Southern New Hampshire University

Bachelor in Science of Management

8/2008

Wentworth Institute of Technology