

## SR. CLINICAL RESEARCH ANALYST - SCIENTIST 1

### Experience

Sr. Clinical Research Analyst - Scientist 1 , 02/2018 to Current

Alorica Inc. â€” Humble , TX

- Developed and implemented strategies to improve access to quality care, emphasizing individual and family engagement, adolescent transition to adult life, and medical home care.
- Secured \$2M grant for project to reduce readmission rates for patients with sickle cell disease after initial pilot recorded savings of \$300,000 in one year; designed and executed strategy exceeding Emergency Utilization and Length of Stay project goals by 25% and 35% respectively
- Managed clinical operations for all clinical trials within division
- Developed real-time tracking dashboard to improve patient tracking and behavior notifications, driving increased resource allocation and improved patient care and dramatically simplifying patient identification and screening for clinical research projects
- Identified need for and proposed concept of virtual pagers for clinical and non-clinical staff use; adopted division-wide, eliminating communication blocks from network coverage lapses
- Wrote and maintained necessary SOPs, study binders and personnel training records that are required to be in compliance with GCP
- Helped develop and implement specifications, SOPs and plans for electronic data capture, data management and statistical analysis of clinical data that meet GCP and project requirements
- Introduced structure to stagnated project by diagramming and providing training on all team members' responsibilities; resulted in improved workflow and newfound clarity around roles, expectations, and communication
- Helped qualify, initiate and audit external CROs conducting clinical studies to ensure they meet GCP and company requirements
- Worked with partners to resolve issues and escalate issues that could impact study timing and quality
- Mentored student research analysts on data analytics, data quality, research methods, and good clinical practice to such success that position was reclassified to include personnel management, coaching, and training of 15 research assistant students, 2 social work students, and multiple volunteers
- Created website designed to advertise and promote all new and ongoing clinical studies, maximizing reach to new patients and growing participant enrollment by 655% within one year; built additional online data collection tools to collect patient surveys and other electronic data, sharply reducing rate of duplication, data loss, and input and transcription errors and increasing data quality and ease of access.

Data Manager - Research Analyst , 02/2014 to 02/2018

Labcorp â€” Lakewood , CO

- Reviewed and processed data analysis requests to identify opportunities for quality of care improvement, utilization reduction and healthcare costs reduction.
- Analyzed and reported on provider, client, and managed care trends in healthcare market; provided quantitative analysis for NIH grant funded studies
- Designed, tested, and documented algorithm, database, and software requirements per research investigators' specifications; structured and executed end-to-end analysis for internal and client consumption
- Supported Human Participant Protections Program by maintaining current knowledge of federal and state regulations, research/medical ethics, and IRB policies and procedures; conducted pre-review analysis of IRB submissions to ensure applications were adequately prepared
- Monitored ongoing clinical studies including monitoring data collection, patient sample usage and testing supplies usage
- Set up the GCP infrastructure necessary to conduct simple in-house clinical studies such as method comparison and precision
- Helped develop and execute procedures to close clinical studies and reconcile clinical samples, supplies and data
- Worked with external vendor and project team to configure, test and implement eDC system as per specifications.

Remote Automation Specialist , 06/2017 to 03/2018

DJO Global â€” City , STATE

- Managed customer-facing help desk within MotionMD system for Office Care and Direct customers.
- Reviewed, analyzed, and validated data/reports to ensure quality of delivery to internal and external clients; located and corrected data problems; identified and interpreted trends and patterns in complex data sets.
- Oversaw Help Desk site content and metrics while maintaining top levels of system security and data integrity (HIPAA, Hi-Trust).
- Supported management by prioritizing business/information needs; defined and implemented new process improvement opportunities.

Help Desk Analyst , 08/2014 to 06/2017

The Yeomen â€” City , STATE

- Applied innovative interface development projects to databases alongside biomedical and software engineers; supported teams of client and personnel in project development and management.
- Documented and demonstrated solutions and best practices by developing original protocols, flowcharts, and FAQs; performed software analysis and automation review for relevant modules
- Provided remote technical support and troubleshooting in English and French
- Investigated, and responded to both internal and external inquiries regarding access, Cloud products, verifications, and complaints
- Provided regular communications, updates and presentations on impacts and outcomes to CEO, Marketing partners, and our Service Provider Sales leads.

Reference Test Clerk , 04/2013 to 10/2014

Laboratory Corporation Of America â€” City , STATE

- Applied innovative interface development projects to databases alongside biomedical and software engineers; supported teams of client and personnel in project development and management.
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Radiology Facilitator , 07/2008 to 05/2013  
Medical Center Radiologists “ City , STATE

- Provided side-by-side assistance to radiologists interpreting medical images and physicians working with complex image and therapeutic techniques.
- Served as liaison between patient and referring radiology physician.
- Updated, maintained, and verified medical records throughout practice.
- Coordination of medical services to include: care intake, screenings and implementations of care plans to promote effective utilization of healthcare services.

#### Education

Master of Sciences : Biomedical Engineering , 2016

Virginia Commonwealth University - City , State

Biomedical Engineering

Bachelor of Sciences : Biology , 2011

Old Dominion University - City , State

Biology

Master of Sciences : Biomedical Engineering , 2008

Tidewater Community College - City , State

Biomedical Engineering

#### Summary

Experienced multilingual scientist with thorough expertise in medical devices, clinical research, data management, and software as a service (SaaS). Diverse background in healthcare services and higher education with special focus on business improvement - particularly in efficiency, designing, analyzing, and executing projects which results driven outcomes.

#### Certifications

Analytics \* Data Management \* Agile Technologies \* Technical Computing \* GCP \* Engineering \* Project Management \* Visual Modeling \*

#### Clinical Research

#### Personal Information

Human Subjects Biomedical Research Biomedical Responsible Conduct of Research Information Privacy Security Clinical Research Coordinator

Good Clinical Practice Clinical Research Coordinator Nuts & Bolts Quality in Clinical Research 2

#### Languages

Proficient in English and French languages

#### Skills

Agile, automation, Clinical Research, clinical trials, coaching, concept, content, client, clients, data analysis, data collection, Data Management, databases, database, delivery, driving, English, French, good clinical practice, GCP, Help Desk, home care, interface development, market, Marketing, access, Office, Modeling, network, patient care, personnel, personnel management, personnel training, policies, presentations, process improvement, Project Management, project development and management, protocols, quality, quantitative analysis, radiology, real-time, research, Sales, software analysis, statistical analysis, strategy, structured, surveys, technical support, therapeutic techniques, transcription, troubleshooting, website, workflow

#### Additional Information

- Certificates Human Subjects Biomedical Research Biomedical Responsible Conduct of Research Information Privacy Security Clinical Research Coordinator Good Clinical Practice Clinical Research Coordinator Nuts & Bolts Quality in Clinical Research 2