

## MARK J DRUMMOND

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### QUALIFICATIONS

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- ✓ Customer Service Skills: Experience in a variety of customer service settings, most recently in managing participants in clinical research. Friendly and professional communication style. Customer-centered attitude. Excels at customizing solutions to meet clients' needs.
- ✓ Full-Stack Web Development Skills: Proficient in HTML5, CSS3, JavaScript ES6, jQuery, Bootstrap CSS, Materialize CSS & JS, PHP, MySQL, WordPress, content management system design and development, Apache web server configuration, and OOP design principles. Emphasizes mobile responsiveness, web accessibility, and continuing web development education.
- ✓ Clinical Skills: Proficient in interpreting and applying research protocols; working with protected health information; medical and clinical research terminology; and working with blood-borne pathogens.
- ✓ Computer Skills: Proficient in Microsoft Windows, Windows command line, Microsoft Office Suite, and Adobe Illustrator, and in the production of professional documents and presentations. Proficient in database design, SQL, and hardware and software configuration and maintenance, including anti-virus. Able to learn new programs and web interfaces very quickly due to knowledge of how they are designed, built, and function.
- ✓ Work Ethic: Proven ability to work well in a fast-paced environment in a team and independently. Proven willingness to put in extra time to meet deadlines. Dependable, adaptable, and solution-oriented. Able to prioritize and multitask. Have been a volunteer emergency warden in a high-rise medical building since 2009.

### WEB DEVELOPMENT PROJECTS

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#### **TuneSpace**

Deployed at <https://mjamesd.github.io/crispy-happiness/> | Developed in a team setting as coursework  
A mobile-responsive, API-driven, jQuery and Materialize website that provides biographies, discographies, and lyrics for musicians of all genres. By pulling data from various databases, we created a centralized hub where users can explore their favorite artists and discover new music.

#### **Weather Dashboard**

Deployed at <https://mjamesd.github.io/weather-dashboard/> | Developed individually as coursework  
An API-driven jQuery and Bootstrap webapp to check the weather. The user's searches are saved and can be recalled at the click of a button.

#### **University of Washington Virology Research Clinic Custom PHP Content Management System**

Deployed at <http://depts.washington.edu/vrc> | Developed individually & independently  
A full-stack content management system and public-facing website for an infectious disease research clinic in Seattle, Wa, using custom PHP, the CakePHP MVC framework, CSS, JavaScript, and MySQL.

#### **University of Washington Vaccine & Treatment Evaluation Unit WordPress Website**

Deployed at <http://uwvteu.org/> | Developed individually & independently  
A Wordpress website for a COVID-19 vaccine clinical trial center in Seattle, Wa, using the UW's Wordpress theme.

## WORK EXPERIENCE

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### **University of Washington Virology Research Clinic | Seattle, Wa**

#### ***Operations Specialist | Feb 2020 – present***

During the SARS-CoV-2 (coronavirus) pandemic, became instrumental in onboarding and training new staff, upgrading file storage systems, and procuring and configuring new IT equipment including PCs, laptops, tablets, printers, and barcode scanners. Configured, deployed, and manage a WordPress website for the Seattle Vaccine & Treatment Evaluation Unit. Continued to coordinate research studies and clinical trials, including large industry-sponsored coronavirus vaccine clinical trials, as well as other duties as described below.

#### ***Research Study Coordinator II | May 2016 – Feb 2020***

Continue working on investigator-initiated research studies as described below, now including clinical trials of therapeutic vaccines for herpes simplex virus type-2. Coordinate three such clinical trials concurrently for two industry sponsors using different electronic data capture systems. Developed and carried out four-month recruitment plans using radio, print, and digital media. Communicate with principle investigators, biostatisticians, contract research organizations, and laboratories to address issues in a timely manner. Design and build patient and study progress tracking tools as well as clinical source documents. Accurately enter data into EDC systems with quick turnaround times. Perform continuous quality assurance and quality control throughout each trial and intensively prior to routine monitoring visits. Ship ambient and refrigerated samples daily during study product dosing periods and other samples monthly on dry ice. Continue providing IT support, webmaster services, and inventory management. Ordered approximately \$50,000 worth of supplies per year. Coordinated monthly healthcare web conferences with STD clinic directors and providers across the country.

#### ***Research Study Coordinator I | Nov 2009 – May 2016***

Coordinated recruitment, scheduling, inventory, laboratory samples, and data for multiple concurrent investigator-initiated research studies related to the herpes family of viruses. Managed protected health information for a database of over 15,000 participants. Produced study materials including recruitment flyers, source documents, and tools to track patients in studies and summarize study data. Disseminated relevant medical knowledge to the public via phone, email, social media, and the clinic website. Managed inventory and ordering for all the clinic's office, clinical, and laboratory needs. Provided IT support for a medium-sized office in a Windows environment. Built and managed the clinic's website. Collaborated with medical directors, managers, clinicians, and other research study coordinators to plan and design the website's features and interface.

#### ***Program Assistant I | Aug - Nov 2009***

Input research participant data into an electronic data capture system with 24-hour turnaround and produced reports to track the progress of multiple concurrent H1N1 influenza vaccine trials enrolling over two hundred people with appointments every other week, sometimes sooner. Performed daily quality control and quality assurance on study data and worked with the study sponsor to address data anomalies. Provided other office, clerical, and IT support to medical and administrative staff.

### **Principle Strategy | Lawrence, Ks**

#### ***Web/Database Developer & Network Administrator | Feb - Nov 2008***

Set up and managed Principle Strategy's office network. Independently worked with Kansas state census and election data to create a database-driven website that finds one's state and federal legislators by one's address. Worked independently to design, build, and launch websites for candidates' election campaigns and for grassroots organizations to get their messages out to voters.

**PilgrimPage, Inc.** | *Lawrence, Ks*

**PHP Web Developer** | *Feb - Dec 2007*

Worked closely with web development and design teams to build database applications and dynamic websites for multiple clients. Used version control software to track progress and collaborate with other developers. Worked on several client and in-house projects at a time to meet development and productivity goals.

**Broadmoor Bistro** | *Kansas City, Ks*

**Web Developer** | *Jan 2008 – Sep 2010*

I sought and won a contract through Garden Gnome, LLC, which had been contracted by Brandon & Brandon, Inc., to develop the website for the Broadmoor Bistro, a student-run restaurant at the Broadmoor Technical Institute in the Shawnee Mission School District of Kansas. The site includes an access-controlled content management system to manage site pages, images, videos, and documents; multiple restaurant menus; and reservations. It also includes a custom-built reservation system and calendar with which users can place reservations based on open time slots.

I used the CakePHP MVC framework and the FCKeditor in this project. I also integrated the ViaKlix payment system into the site so the restaurant could take online orders.

## TRAININGS & CERTIFICATIONS

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- ✓ Good Clinical Practices (GCP)
- ✓ HIPAA
- ✓ Globally Harmonized System (GHS)
- ✓ Blood-Borne Pathogens
- ✓ Basic Life Support/CPR
- ✓ Eagle Scout in Boy Scouts of America

## EDUCATION

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**Certificate in Full-Stack Web Development**, University of Washington, *working towards graduation*  
*March 2022*

**Bachelor of Arts**, Political Science, University of Kansas 2009