**William Havens**  
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**Professional Summary**

Extensive experience in clinical research, data management, and quality assurance. Proven expertise in managing complex clinical data, leading quality control processes, and training team members in high-pressure environments. Recognized for meeting critical deadlines, maintaining data integrity, and streamlining clinical trial workflows.

**Professional Experience**

**Senior Clinical Data Coordinator**

**ICON**, Blue Bell, PA  
*Nov 2021 – Present*

* Conduct high-quality manual data reviews for clinical trials per protocol specifications.
* Manage query resolution, quality control tasks, and clinical data management documentation.
* Issue queries within the clinical database for missing, inconsistent, illegible, or erroneous data, and follow through to resolution and close-out.
* Assist with clinical database closeout activities, including audit and listing reviews.
* Communicate data issues and query trends to supervisors and cross-functional teams.
* Interact with colleagues in biostatistics, programming, clinical, project management, safety, medical coding, and site personnel.
* Successfully perform all data management tasks with limited supervision.
* Participate in study team meetings, communicating timelines and providing accurate resource estimations.
* Ensure trial metrics are tracked, and study documentation and trial issues are accurately maintained.
* Lead team training on data entry and query processes to meet study deadlines.
* Perform user acceptance testing (UAT) and maintain study specification trackers.
* Execute monthly site payment reviews and generate error reports for clinical programming teams.
* Key Achievements:
  + Successfully met all database lock deadlines.
  + Introduced data validation improvements, enhancing operational efficiency.

**Central Review Coordinator**

**ICON (formerly PRA Health Sciences)**, Blue Bell, PA  
*Apr 2017 – Oct 2021*

* Facilitated screening reviews and monitored data queries for clinical trials.
* Compiled patient profiles and maintained study trackers for review timelines.
* Prepared meeting agendas, maintained issue logs, and ensured quality dataset reviews.
* Key Achievements:
  + Improved query resolution workflows, reducing processing times.
  + Standardized internal review processes, enhancing team collaboration.

**Therapeutic Data Analyst – Scientific Affairs**

**ICON (formerly PRA Health Sciences)**, Fort Washington, PA  
*Jul 2014 – Mar 2017*

* Provided data analytic consulting for clinical and therapeutic expertise projects.
* Coordinated data availability, validation exercises, and client transfer reports.
* Supported internal teams with metric reporting and issue tracking.
* Key Achievements:
  + Enhanced database efficiency through meticulous maintenance and reporting.

**Education**

**Bachelor of Arts in Letters, Arts & Sciences**

*The Pennsylvania State University, University Park, PA*

**Technical Skills**

* Clinical Trial Systems: Veeva, Medidata RAVE, Oracle Inform, ClinTrial
* Document Management: Veeva Vault EDC & eTMF
* Data Management: Spectrum, J-Review
* Reporting Tools: SAS, GreenPhire

**Certifications**

* Medidata RAVE Certification
* SPECTRUM Training
* ClinTrial Training

**Therapeutic Expertise**

* Immunology: Lupus (SLE) – Phase II clinical trials
* Respiratory & Endocrine: Cystic Fibrosis – Phases III, IIIB
* Safety & Laboratory: Various indications