Antionette Chinnery

802 Lakeside Drive

Garner NC 27529

919-904-9207

*amoore204@yahoo.com*

***OBJECTIVE****:* The ability to work for and excel in an enterprising company that embraces excellent skills already acquired from various contracting positions, the education and training gained, one that will further career advancement opportunities.

***EXPERIENCE:***

***Customer Service Specialist (contractor) Mayne Pharma (6/27/2016 – 11/13/2016)***

* Process invoices for SPS and RXTPL
* Reprint invoices and email to customers for payment
* Audit lots to seek any discrepancies
* Update contract pricing in IContracts and QAD
* Electronic Filing and Scanning of Invoices
* Email Missing invoices to customers upon request
* Assist with chargebacks and returns
* Ensure customer contacts are updated
* Create and update Excel spreadsheets for specific projects

***Delinquency Management Specialist Seterus Inc Durham NC (04/2015 – 6/15/2016)***

* Assisting customers with solutions for bringing loans current by creating repayment plans
* Collections processing payments and document collection
* Extending modification and trial plan offers
* Assisting customers with website support and updating account information

***Customer Service Specialist Securus Incorporated Cary NC (04/2014 - 03/2015)***

* Assisting customers with activations and technical support for tracking devices
* Collections utilizing the dunning process for payments, suspensions, and cancellations
* Answering customer support emails
* Testing devices to ensure they have ability to connect to network

***Document Control Specialist Rabon and Daley CPA Firm Raleigh NC (10/2013 - 4/2014)***

* Organizing and scanning past and present tax returns by year
* Electronic Scanning and filing of previous year tax documents
* Back-up receptionist answering incoming calls
* Assisting customers retrieving tax returns.

***Import/Export Clerk (contractor) Teleflex Medical Durham NC (09/17/2012 – 7/31/2013)***

* Create Certificates of Origin for producers of medical devices
* Scanning Certificates Of Origin to Customs for product release
* Maintaining excel spreadsheets for Trade Compliance
* Updating Trade Compliance databases
* Completing Broker Audits to ensure commercial invoices are billed correctly.

***Document Control Specialist (Contractor) Shaw University Raleigh NC (08/2012 - 08/17/2012)***

* Registering new and returning students for the fall semester of 2012
* Checking and validating student financial information for college students

***Document Control Specialist (Contractor) US Tobacco Corp Raleigh NC (03/2012 - 07/13/2012)***

* Process refund applications for tobacco farmers
* Look up member numbers to determine the amount of refund and process application for payment
* File applications after processing information in the member folder.
* Respond to inquiries made for refunds

***Unemployed due to high unemployment rate in North Carolina from 07/2011 thru 03/2012, and attending college fulltime since January 2011***

***Document Control Specialist (Contractor) INC Research; Raleigh NC (02/07/2011 – 07/01/2011)***

* Maintain the security and compliance of all documents related to on-going projects as well as archived documents in accordance with relevant SOPs/WIs
* Use internal client and various custom document templates, style guides, macros, and journal specifications
* Assist with pre-processing, filing, scanning, indexing, and archival of CRFs as assigned
* Exercise the protection of study patients by verifying that informed consent procedures and protocol requirements are adhered to according to the applicable regulatory requirements
* Ensure the integrity of the data submitted on Case Report Forms (CRFs) or other data collection tools by careful source document review
* Monitor and provide feedback to management for missing and implausible data
* Process, scan, index, route, and maintain files for CSV and Life Cycle Managers(LCMs)
* Receive and inventory applicable project validation, project management and quality documents
* Timely response to request and re-filing of validation documents and ensure applicable paperwork is completed upon release and return to the Document Library
* Prepare binders for validation efforts
* Obtain signatures as needed on required validation, project management and quality documents
* Maintain the security and compliance of all documents related to on-going projects as well as archived documents in accordance with relevant SOPs/WIs
* Perform other duties as assigned by management ClinPlus Data Management System (Version 3.0). Use PharmaReady for indexing and processing

**Administrative Assistant - United BioSource Corporation (01/04/2007 – 06/15/2009)**

* Provide clerical support to project team (e.g., word processing, proofreading and editing correspondence, large and small documents, mailings, shipment of study files, fax and photocopy documents, assemble study documents, and arrange meetings, etc)
* Set-up and maintain clinical investigator files and documentation
* Performed CRF Tracking including preparing test data, performing listing review, and database audits.
* Used applicable SOPs and Data Entry Guidelines that ensured study-related documents and other materials for delivery to archives were in accordance with internal and sponsor specifications
* Assumed the responsibility for preparation and dissemination of documents according to the feasibility processes documented by company policies
* Performed data entry; used ClinPlus Data Management System (Version 3.0)
* Prepared study-related documents and other materials for delivery to archives, at appropriate intervals
* Ran Crystal Reports as requested by Data Management Team, generated tracking reports, and prepared investigator budget payments
* Reviewed monitoring visit documentation for Clinical Research Assistants and above, as requested by supervisor
* Organized, scheduled and prepared for client meetings/teleconferences Professional and courteous telephone coverage and related support duties for both internal and external clients
* Created a Paperless delivery program to ensure that International clients were able to submit documents in an expedited manor.

**Contracting Assignments:**

Worked on various short and long term assignments for J&J Staffing; Newtown, Pennsylvania since graduation from high school to include.

**Data Entry Specialist**

* Performed accurate and timely data tracking, entry, verification, and QC checks of data into the database as governed by the Data Entry Instruction Manuals, SOPs and communicated policies of the department and sponsor
* Data entry and maintenance of selected study tracking databases
* Prepared study-related documents and other materials for delivery to archives at appropriate intervals
* Interacted with internal and external customers with a high degree of professionalism and discretion
* Maintained the security and compliance of all documents related to on-going projects as well as archived documents in accordance with relevant SOPs/WIs
* Responded to timely requests and re-filing for validation documents; ensures applicable paperwork is completed upon release and returned to the Document Library

**Education:**

Currently attends South University to achieve an Associate’s Degree in Business Administration.

***Computer Experience****:*

*Microsoft Office (including Excel, Power Point, Access)*

*Agile*

*ClinPlus Data Management System (Version 3.0)*

*PharmaReady*

*EDMS*

*SAP*

*Phaseware*

*Gpass as a Service*

*Authorize.Net*

*Citrix*

*MSP*

*Syntelate*

*QAD*

*IContracts*