

## Ritika Chawla

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<b>Objective</b>	<p>To obtain a drug safety associate or a clinical research analyst position that will promote growth, inflate knowledge while gaining experience in pharma and research industry.</p> <p>Experienced clinical professional with 2+ years of experience in healthcare sector assessing oral health, screening patients for dental diseases and supporting cross-functional teams. Proven interpersonal skills, organization skills and analytical thinking.</p>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"><li>• Customer Relationship Management</li><li>• Proficient in Microsoft Office</li><li>• Excellent verbal and written communication skills</li><li>• Knowledge of analysis tools i.e., SAS/Base</li><li>• Strong working knowledge of dentistry, including oral and maxillofacial surgery, periodontics, prosthodontics, and endodontics</li><li>• Thorough understanding of Dental terminology and anatomy, Emergency, and clinical procedures</li><li>• Knowledge of medical terminology</li></ul>
<b>Experience</b>	<p><b><u>Toothsi, Chandigarh (Jan'22 – Apr'22)</u></b> <b><i>Business Analyst and Scan specialist</i></b></p> <ul style="list-style-type: none"><li>▪ Closely work with cross-functional teams to deliver high quality aligners to customer</li><li>▪ Managed client engagement and involved throughout lifecycle of diagnosis, scanning, and treatment of customer's dental problems</li><li>▪ Provide consultation to customers on queries related to teeth alignment</li><li>▪ Establish, develop, and maintain positive business and customer relationships</li><li>▪ Gathered information from meetings with stakeholders and published progress reports using Microsoft office</li></ul> <p><b><u>Accomplishments:</u></b></p> <ul style="list-style-type: none"><li>▪ Active participation in Buddy Program to mentor new hires on Onboarding, Company Policies, and product knowledge</li><li>▪ Received Award "Top Performer" for contribution in pre-sales and engaging new 25-30 customers</li></ul>

	<p><b><u>Ganesh Das Chadha Rotary Centre, Amritsar (Sep'17 – Mar'20)</u></b></p> <p><b><i>Trainee Dentist</i></b></p> <ul style="list-style-type: none"> <li>▪ Experienced with crown prep, taking impressions, and pouring models</li> <li>▪ Provided patients with instructions for oral care following all dental treatment procedures</li> <li>▪ Effectively communicated with patients and collaborated with coworkers</li> <li>▪ Managed the administrative work at the front office of the dental practice</li> </ul> <p><b><u>Baba Jaswant Singh dental college and Hospital, Ludhiana (Aug'16 – Jul'17)</u></b></p> <p><b><i>Intern</i></b></p> <ul style="list-style-type: none"> <li>▪ Assisted the dentist with various dental procedures</li> <li>▪ Performed Radiological tasks such as exposing and processing x-rays</li> <li>▪ Processed and sterilized dental instruments and equipment, tray set-ups on regular basis</li> <li>▪ Updated patient electronic health records (EHR) in the application daily</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>▪ <b>Baba Jaswant Singh dental college and hospital – Ludhiana – BDS</b> 2012-2017 64.5%</li> <li>▪ <b>DAV International school - Amritsar – Class XII</b> 2011-2012 89.8%</li> <li>▪ <b>DAV International school - Amritsar – Class X</b> 2009-2010 9.2 CGPA</li> </ul>
<b>Certificates</b>	<ul style="list-style-type: none"> <li>▪ Base SAS (May'22) <ul style="list-style-type: none"> <li>- Professional Knowledge with increasing responsibilities and successful record of achievements in application design and statistical analysis.</li> <li>- Knowledge on working with SAS under platforms such as Windows 2000, XP.</li> <li>- Knowledge in Base SAS, SAS</li> <li>- Knowledge in analysis of data for statistical analysis and reporting.</li> <li>- Knowledge in producing external files and reports employing various SAS procedures, like Proc Import, Proc Export, Proc Append, Proc Print, Proc Freq, Proc Tabulate, Proc Means, Proc Transpose.</li> <li>- Knowledge on working with Excel, PowerPoint and ODS HTML formatted files to produce adhoc reports to the Users and Business Partners for Presentation and further Analysis</li> <li>- Export / extract data from databases and perform migration of data using Upload, Download.</li> <li>- Strong exposure in Business and Data analysis, design and training of users. Ability to work independently / in a team environment and ability to absorb technical knowledge quickly.</li> <li>- Ability to handle Statistical Reports.</li> </ul> </li> </ul>

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