

SUSAN SMITH

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CLINICAL RESEARCH COORDINATOR

Self-motivated, reliable, and forward-thinking professional with a Master of Healthcare Administration anticipated in December 2023. Results-oriented with demonstrated success in health care services management, customer service, case management, and large clientele database management in the non-profit healthcare industry.

A proactive and collaborative multi-functional team leader skilled in client outreach and retention with excellent communications and interpersonal abilities to build rapport with customers, creatively problem solve to ensure positive customer relations and exceptional service. Succeeds in presentation of scientific data, policy analysis, mentoring third party providers and training of staff on government regulations. Trained in Emergency Planning and Preparedness by the Medical Reserve Corps and the American Red Cross.

Technical Proficiency: Microsoft Office: Word, Access, Excel, PowerPoint; and SPSS Statistics Software.

CORE COMPETENCIES

Clinical Research, Training/Mentoring, Client Relations/Service, Client Outreach/Management, Project Management/Coordination, Multi-Functional Team Leader, Case Management, Database Management, Scientific Presentations

PROFESSIONAL HIGHLIGHTS

- **Research Coordination** – Monitored research activities under an Investigational New Drug Protocol
 - **Project Management** – Successful completion of retention projects, monitoring compliance and maintaining a 1.5 million client database
 - **Testing Research** – Managed stem cell donation process, performing high-resolution confirmatory testing research
 - **Multi-Site Management** – Coordinated site activity at six regional hospitals, American Red Cross offices, local clinics and home health agencies
 - **Client Outreach/Retention** – Implemented an aggressive client outreach plan with training and mentoring of employees that resulted in an increase in client retention, exceeding goals by 15%
 - **Training** – Provided CFR, FDA and OSHA guideline training to third party providers providing research protocol activities on behalf of regional office
 - **Leadership** – Provided guidance for local and international couriers that transported stem cells
 - **Communications** – Created complex work plans, medical clearance reports, procedural manuals, and source documents including consent forms, correspondence, and emails; facilitated interdepartmental communications improving overall productivity and efficiency
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PROFESSIONAL EXPERIENCE

Manager

Global Healthcare Services | Minneapolis, MN | May 2013 - Present

- Coordinate, schedule, and manage the delivery of quality care for approximately 35 clients
- Direct 12 staff members including hiring, training, and performance reviews
- Develop marketing materials, perform internal audits, and provide support to home healthcare staff members
- Collaborate with internal teams and external medical personnel to ensure quality, seamless service

Instructor

Salvation Army | Alexandria, VA | Jun 2011 - May 2013

- Provided instruction in ethical principles to Home Health Aides and Certified Nurse Assistant students
- Liaison for students, administrators, donors and provided mentoring to past students
- Oversaw data, and executed development and editing of school policies

Donor Resources Specialist

National Marrow Donor Program | Washington, DC | Dec 2006 - Nov 2010

- Provided protocol eligibility screening of 35 - 40 research participants daily, managed medical records and collected data, writing Informed Consent Forms and documents for national IRB submission

- Coordinated marrow donation and transplant site activities at seven regional hospitals collaborating with internal and external agencies
- Supervised service providers ensuring compliance with timelines, quality and costs

Program Manager

Mofrankal Healthcare Services | Alexandria, VA | Feb 2005 - Dec 2006

- Facilitated admissions and discharge processes coordinating client care
- Managed scheduling and provided support to 23 home healthcare professionals with responsibility for hiring, training and supervision
- Developed marketing materials and facilitated organizational communications

Student Intern

Department of Health | Washington, DC | Sep 2004 - Dec 2004

- Evaluated eligibility for government licenses for nursing schools, group and nursing homes
- Edited policies related to the care of mentally disabled individuals in the District of Columbia
- Reviewed and edited education manuals and policies for nurses and nurse assistants

Certified Nurse Assistant

Mary Washington Hospital | Fredericksburg, VA | Mar 2003 - Sep 2004

- Provided support to 12 nurses, 4 surgeons, and maintained the patient database
- Monitored patients' progress after surgery, conducted urinalysis and collected specimens for evaluation

OTHER PROFESSIONAL EXPERIENCE

Manager

JK Contracting Company | Stafford, VA | Aug 2002 - Sep 2003

Certified Nursing Assistant

Indigo Manor Nursing & Rehabilitation Center | Daytona Beach, FL | Mar 2000 - Jun 2002

EDUCATION

Master of Healthcare Administration

Walden University | Minneapolis, MN | Anticipated: Dec 2023

Bachelor of Science in Health Science and Healthcare Coordination

George Mason University | Fairfax, VA | May 2004

Associate of Applied Science in General Studies

Daytona Beach Community College | Daytona Beach, FL | May 2001

TRAINING/CERTIFICATION

- National Marrow Donor Program, St. Paul, MN
- Building an Organization Culture of Quality and Excellence Certification, 2009
- National Marrow Donor Program, St. Paul, MN – Bone Marrow Courier Certification, 2009
- American Red Cross, Fairfax, VA – CPR and First Aid Certification, 2002 - Present

VOLUNTEER EXPERIENCE

- American Red Cross Blood Services, 2001 – Present; Donor Ambassador, 2012
- Bone Marrow Donor Field Recruitment, 2006 – Present
- Medical Reserve Corps, 2012 - Present.