

PROFILE

Having Bachelor's in Science with specialisation in Microbiology and extensive administrative experience, I have gained the following necessary skills:

- Developing effective and influensive system of working resulting in achievement of high level objectives
- Excellent verbal and written communication skills and can deal effectively at all levels internally & externally
- Excellent data management, manipulation and interpretation skills presenting complex information into simpler reports in form of charts, graphs and pivots
- Thorough understanding of Research pathway and Patient Care pathway
- Resolution of queries with application of a range of research frameworks and RM&G initiatives
- Highly IT literate and working knowledge of RDMIS CSP Module & PiMS databases
- Working on own initiative by taking on departmental tasks and demonstrating high level of team work
- Very effective time management skills and multi-tasker
- Highly organised and can handle stressful situation
- Good analysis skills, sensitive about confidentiality and have an eye for detail
- Trust-worthy with calm and steady approach to work
- Flexible & Adaptable

Projects undertaken:

- Specialty Groups portal development plan – from conceptualisation, designing, implementation to execution involving measuring outcomes
- Redesigning the Neurosciences Consultants Leave Record database and presenting it in Clinical Unit Board Meeting

CAREER HISTORY

Organisation: London (North-West) Comprehensive Local Research Network
Duration: May 2011 – October 2012
Designation: Specialty Group Facilitator & Interim RM&G Facilitator

Job Responsibilities:

Communication:

- Develop and manage smooth communication pathways across the team, R&D departments of member organisations, NIHR CRN Coordinating Centre, Specialty Group Leads (SGL) and Finance departments
- Producing complex reports for meetings with Local Specialty Group (LSG), communicating national initiatives
- Set objectives for increasing activity and monitor progress against agreed targets
- Contributing towards local portal pages and web pages

Information Management:

- Develop a system to manage/monitor/review progress of each Specialty Group (SG) which can allow CLRN to performance manage the SG
- Contribute to the analysis and reporting of key information as and when required
- Extract information from databases and files to produce ad-hoc complex reports, Pivot tables, Charts and Graphs and TT Recruitment Summaries in highly presentable format

Recruitment to time and target (TT):

- To support the new SG leads /co-ordinators
- Develop a system not only that can capture information of the studies that are on time but also produces alert that are lagging behind
- Support SG leads to work with Chief Investigators ensuring accurate information is available on portfolio database
- Helping RDCs and CI/PI with uploading recruitment data

Operational, Performance Management & Reporting:

- Assist Clinical Directors, local leads and others to identify members of each LSG
- To maintain a library of reports so that summaries can be prepared and are available for printing
- To track performance against overall agreed targets
- Identifying and informing risk areas and highlighting corrective measures
- Active preparation of Business Reports and Action Plans
- Ensuring accurate information is available on portfolio database

Research Management & Governance (RM&G) and Industry:

- Assisting Lead RM&G Manager for achievement of objectives and ensuring all CSP projects are processed in timely manner
- Building and maintaining strong key working relationship within and across the London (NW) patch
- Work closely with R&D departments across the London (NW) patch that provide RM&G service to the CLRN
- Ensuring effective delivery of RM&G functions at specific Member Organisations of the CLRN
- Assisting RM&G Operations Manager and Lead RM&G Manager in achieving approvals for Single centre and Multi-centre studies in accordance with national procedures and national CSP guidelines.
- Keeping track of all the Industry studies in the patch and developing a method to extract necessary information when required
- Dealing with highly confidential data and Expressions of Interest (EOI)

Organisation: Great Ormond Street Hospital for Children NHS Trust

Duration: Sept 2005 – Jan 2011

Designation: Neurology Outpatients Appointments Co-ordinator / Medical PA

Job Responsibilities:**Dealing with new patient referrals:**

- Be a focal point of contact for external organisations as well as internal departments for neurology referrals
- Having sound knowledge of medical terminology, scrutinising referrals by adhering to 'no more than 18 weeks' wait' as per the trusts referral policy
- Responsibly attending weekly referrals' consultants larger team meeting, registering patients, attaching and closing referrals on the PiMS system by accurately taking the details being aware of dealing with sensitive and confidential data at all time

Admin responsibilities for North-Thames Epilepsy Network Meeting Group:

- Varied complex tasks like distributing agenda, taking minutes, dealing with caterer, booking rooms and maintaining and updating contacts on the shared drives
- Ensuring effective communication with all the clinicians and specialist nurses of the group and maintaining up to date records on the system.

Managing Clinics:

My admin responsibilities for the clinics fall in the following group of clinics:

1. VNS (Vagus Nerve Stimulation) Clinic (Specialist clinic)
2. New Patients Generic clinic, Follow-up clinics & Telephone clinics
3. Adolescent clinic (arranges transient care for young adults)
4. Outreach clinics

Dealing with above clinics on regular basis include:

- Organising the clinics and ensuring all the relevant correspondence are filed in the notes and on the shared drives appropriately
- Dealing with service agreements and PCT's for organising and approval of funding for specialist clinics

- Requesting and sending MDS reports and clinical reports, referrals and scans from other hospital and dealing with respective email and phone queries
- Organising outreach clinics by liaising with outreach team, registering outreach patients, setting up clinics, typing letters, dealing with queries and following up with test results, organising tests, audio-typing and drafting reports

Bleep Responsibilities:

- Planning and maintaining consultants' monthly bleep rota and distributing it trust wide to all the relevant parties in the trust
- Transforming the complex yearly information into monthly updates for easy access for all the members of the group
- Being part of the bleep group and holding bleep on rota basis. Taking urgent to immediate information and categorising and relaying to the relevant member of the team ensuring it is dealt in timely manner

Organisation: Vital Pharmaceuticals Ltd.

Duration: Nov 2004 – August 2005

Designation: Office Administrator

Job Responsibilities:

Vital Pharmaceutical Company deals in import and export of pharmaceutical products. I was responsible for:

- Preparing import and export documentation
- Dealing with international clients and handling all telephone and email queries
- General office responsibilities including ordering stationary, scanning, photocopying, faxing, organising meetings, booking flights and managing diaries
- Preparing checklist of documents and sending them to relevant parties before the arrival of the shipment.

EDUCATION & PROFESSIONAL QUALIFICATIONS

- Bachelor of Law
- Bachelor of Science (Microbiology)
- Higher Secondary School Education
- Secondary School Education

TRAINING COURSES ATTENDED

- Preparing to teach in lifelong learning sector (Buckinghamshire New University)
- Good Clinical Practice GCP (Infonetica)
- Introduction to Budgeting (Healthcare Financial Management Association – HFMA)
- Leadership and Management (Great Ormond Street Hospital)
- Time Management (Great Ormond Street Hospital)
- ECDL (Part 1) (Great Ormond Street Hospital)
- Medical Secretarial (Pitman Training Centre)

REFERENCES

Available upon request