

## Contact

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(LinkedIn)

## Top Skills

Critical Thinking

Electronic Data Capture (EDC)

Workflow Design

## Languages

English (Native or Bilingual)

French (Full Professional)

## Certifications

Social-Behavioral Research

Mental Health First Aid

Conflicts of Interest

Responsible Conduct of Research

Good Clinical Practice

# Ailey O'Toole

Sr. Clinical Trial Assistant at Science 37  
Raleigh, North Carolina, United States

## Summary

Healthcare customer service representative bringing a strong work ethic, interpersonal skills and customer service expertise. Focused and successful at multi-tasking and delivering prompt and friendly service to all clients.

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## Experience

### Science 37

2 years 4 months

#### Senior Clinical Trial Assistant

May 2022 - Present (6 months)

Raleigh, North Carolina, United States

Develop, implement, & maintain a comprehensive Clinical Trial Assistant onboarding curriculum.

Schedule, participate in, & support internal & external User Acceptance Testing.

Contribute to creation of study plans & other document deliverables.

Contribute to creation & testing of study-specific training materials.

Team mentoring & Subject Matter Expert requirements.

Facilitation & oversight of electronic Clinical Outcome Assessments, electronic Patient Reported Outcomes, & electronic Diaries & translations.

Oversight of patient activities & visits during clinical trial conduct.

Contribute to timeline development, oversight, & alignment.

Contribute to Investigational Medicinal Product & Lab Supplies oversight & management.

Creation & oversight of patient-provisioned device orders.

Contribute to creation of assent & consent forms

#### Clinical Trial Assistant

February 2021 - May 2022 (1 year 4 months)

Remote

Actively participate in the implementation and execution of clinical trial activities.

Assist in development of internal and external stakeholder educational material to provide a clear understanding of Science 37 trial experiences.

Schedule and participate in monitoring activities.

Maintain regulatory documents in accordance with SOPs and applicable regulations.

Assist and support development, review and distribution of clinical protocols, informed

consent forms, study instructions/manuals/guidelines or department generated tools and

other study-related clinical documents.

Support the maintenance of the Investigator Site File (ISF).

#### Patient Experience Coordinator

July 2020 - February 2021 (8 months)

Raleigh, North Carolina, United States

Provide telephonic, email, secure messaging and chat support to individuals participating in Science 37 clinical research studies.

#### Self-Employed

##### Freelance Writer

January 2016 - May 2022 (6 years 5 months)

Morrisville, North Carolina

Write, edit, and proofread drafts, checking for conceptual or grammatical errors

Coordinate with managing editors and administrative staff

Perform online and on-the-ground primary research for blog posts, articles, and other content

Pitch articles to third-party websites for publication

Produce, edit, and customize content for online platforms such as Medium, LinkedIn, and Facebook

#### McPherson Family Eye Care

##### Patient Care Representative

November 2019 - July 2020 (9 months)

Wake Forest, North Carolina, United States

Answer phones in the Call Center as needed to respond to inquiries made by patients, vendors, insurance companies and other medical facilities.

Handle phone calls from patients and pharmacies regarding prescription medications, refills, and prior authorizations.

Contact patients via telephone prior to their scheduled appointment.

Enter all patient data into electronic medical record within a timely fashion from phone contact prior to patient meeting with physician.

Complete all patient phone call assignments as assigned.  
Screen and route patient calls to other departments efficiently, ensuring accurate registration, appointment scheduling and follow-up appointment scheduling in database.  
Schedule patients for five optometrists and the optical department according to scheduling protocols.  
Verify patient insurance information and obtain authorizations for upcoming appointments through major medical coverage and routine vision coverage.  
Verify and maintain patient medical records according to office protocol.  
Place and process contact lens orders.  
Notate patient issues in chart and relay all messages and concerns to doctors and technicians.  
Verify patient ledger at check-out and bill appropriate charges to insurance.

### Mellow Mushroom

Bartender

March 2019 - November 2019 (9 months)

Raleigh, NC

Problem-solving and resolving customer complaints and issues  
Performing cost-benefit analysis of existing and potential customers  
Working in a high-volume, fast paced environment  
Providing mixed drinks and cocktails for multiple guests and dining experiences

### Bison and Bull Tavern

Bar Manager

September 2017 - March 2019 (1 year 7 months)

Morrisville, NC

Managed liquor vendors.  
Supplied management with reports on customer needs, problems, interests, competitive activities and potential for new products and services.  
Maintained effective working relationships with customer and amplified customer base.

### Bad Daddy's Burger Bar

Bartender

May 2017 - September 2017 (5 months)

Raleigh-Durham, North Carolina Area

Conducted new hire training.  
Problem-solved and resolved customer complaints and issues.

Performed cost-benefit analysis of existing and potential customers.

### Player's Retreat

Server and Bartender

February 2017 - May 2017 (4 months)

Raleigh-Durham, North Carolina Area

Established, developed and maintained positive business and customer relationships.

Participated as an excellent team member to accomplish goals and objectives established by the company.

Achieved agreed upon sales targets and outcomes within schedule.

### Pizza La Stella

Server and Bartender

December 2016 - March 2017 (4 months)

Raleigh-Durham, North Carolina Area

Conducted new hire training.

Built and maintained internal and external customer satisfaction.

Managed inventory and communicated with vendors.

### UNC Greensboro Writing Center

Consultant

August 2015 - December 2016 (1 year 5 months)

Greensboro/Winston-Salem, North Carolina Area

Worked one-on-one with students to establish goals for writing assignments

Responded to student assignments in relation to student intentions, concerns and goals

Provided instruction as needed, discussed writing strategies and skills with students, and suggested options based on student goals.

### The Carolinian

Staff Writer

June 2015 - December 2016 (1 year 7 months)

Reviewed copy and made recommended changes using in-house style guides for error-free documents.

Wrote and edited long- and short-form copy for blogs, websites, social media, presentations, training materials and more.

Wrote and posted content for newspaper blog, keeping readers updated and engaged.

Arranged peer review of manuscripts.

Wrote, edited and produced stories for multiple platforms, including Internet and digital channels.

Researched and wrote 2-3 pieces per week for The Carolinian.

Evaluated and followed up on news leads and news tips to develop story ideas.

Organized material, determined area of emphasis, and wrote stories according to prescribed editorial style and format standards.

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## Education

North Carolina State University

Bachelor's degree, Psychology

Enloe High School

· (2009 - 2013)