

# Patricia Goddard,BSN

## **Certified Ophthalmic Scribe and Assistant**

Wilmington, NC

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910.442.7661

A challenging and motivating position with opportunity for professional development and advancement

## Work Experience

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### **Pharmaceutical Telesales Representative**

Archer Healthcare - Wilmington, NC

March 2021 to Present

Calling on CROs to implement a diabetic device in their clinical trials.

### **Certified Ophthalmic Scribe and Assistant**

Coastal Carolina Eye Clinic

2014 to 2018

- \* Administered clinical care to patients following OSHA and HIPPA laws.
- \* Assisted Ophthalmic Medical Doctors in various procedures, Incision and Drainage of lesions, YAG Laser, administered visual field test, Humphrey and Goldman, Applanation Tonometry, and Fluorescein Angiography.
- \* Educated patients on studies related to Macular Degeneration, Wet and Dry, as well as Glaucoma.
- \* Worked closely with Pharmaceutical Representatives in discussions on the newest drugs for Glaucoma and Macular Degeneration.

### **Contact Lens Specialist**

20th Century Fox - Wilmington, NC

2012 to 2014

- \* Contracted services to the TV Series Sleepy Hollow, Season 1 and Season 2.
- \* Worked with the Special Effects department assisting the head artist with contact lenses.
- \* Worked closely with actors and provided care to them as they wore special effects prosthetics.

### **Ophthalmic Technician**

Doctors Vision Center - Wilmington, NC

2011 to 2014

- \* Assisted in helping the Ophthalmologist reach a correct diagnosis and treatment of eye diseases and problems by collecting data and measurements.
- \* Performed patient intake histories.
- \* Ensured patients comfort by explaining diagnostic and treatment procedures.
- \* Utilized Office Mate and ExamWriter while performing job.

### **Office Manager and Outside Sales**

Scotts Lawn Service - Wilmington, NC

2003 to 2005

- \* Provided primary office support to the Owner/President, technicians and a 600+ customer base.
- \* Responsible for administrative duties, including production data entry and the posting of accounts receivables.
- \* Issued invoices and credit memos to various clients.
- \* Managed credit collections and help to resolve billing and payment issues with vendor and clients.
- \* Maintain Customer Data base with updates and maintenance.
- \* Provide field technicians with weekly schedule.
- \* Managed payroll for the company.

### **Quality Control Supervisor**

Pharmatech Solutions - Wilmington, NC  
2001 to 2003

- \* Supervised up to a 150+ Medical Screening Associates and Clinical Screening Associates in a Call Center environment.
- \* Screened associates reports and performance in order to ensure quality of ongoing projects.
- \* Assisted Project Management on multiple Pharmaceutical Research Projects from project start up, training, thru project duration, until project closeout.
- \* Monitored compliance with all applicable GCPs, SOPs, ICH requirements, IRB/IEC parameters, and FTC and FDA regulations.
- \* Participated in the sourcing, recruiting, and retention of personnel.
- \* Participated in the preparation of clinical study participant recruitment and pre-screening protocols.
- \* Utilized Avaya, Lucent, Tantamount, Outlook and Office Hours software to accomplish my duties.

### **Assistant Editor**

Wilmington, NC  
1999 to 2001

- \* Assisted the Owner/President in editing medical material for publishing.
- \* Processed Accounts Receivables and maintained a 1000+ person data base.
- \* Managed the office while the team was at Market and assisted customers in our retail side.

### **Medical Director**

Doctors Vision Center - Wilmington, NC  
1997 to 1999

- \* Responsible for Physician and Staff scheduling, hiring and termination of personnel, and preparation and delivery of monthly evaluations.
- \* Conducted bi-weekly meetings with Pharmaceutical Representatives.
- \* Performed nursing care on a daily basis while assisting Physicians.
- \* Utilized Microsoft Office, Excel and Power Point to perform my job duties.

## Education

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### **Bachelor of Science in Nursing**

The University of North Carolina at Wilmington - Wilmington, NC

## Skills

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- MICROSOFT OFFICE (2 years)

- MS OFFICE (2 years)
- CLIENT MANAGEMENT (Less than 1 year)
- GCP (Less than 1 year)
- PRESENTATION SKILLS (Less than 1 year)
- Ophthalmology Experience
- Clinical Trials
- Clinical Research
- FDA Regulations

## Additional Information

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### Core Competencies

Extensive EMA electronic medical records software, Client Management Skills, Time Management, Ability To Lead, Decision Making, Problem Resolution, Interpersonal Skills, Excellent Communication, Prioritization Skills, Integrity, and Presentation Skills, Ability to Listen and Engage with Diverse Stakeholders, GCP, Microsoft Office