

Donna Boca

1081 Deborah St

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PROFILE

- Highly self-motivated individual with strong initiative
 - Management and supervisory skill set
 - Detail-oriented, with a keen focus on accuracy in documents and tasks
 - Over 15 years of experience in the medical field, including 7 years as a clinical recruiter
 - Proficient in adherence to SOPs, GMPs, and cGMPs
 - Broad understanding of medical terminology
 - Independent and capable of coordinating responsibilities to complete projects promptly
 - Exceptional time management skills in managing calendars and project deadlines
 - Strong professional verbal and written communication skills
 - Experienced with documentation and filing of financial and non-financial transactions
 - Reliable team member, consistently working beyond expectations
 - High competence in decision-making, problem-solving, and leading/motivating teams
 - Dedicated team player with strong interpersonal skills
 - Highly proficient in Microsoft Office
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EDUCATION AND PROFESSIONAL DEVELOPMENT**Project Management (Honors)**

Sheridan College, Oakville, ON | 2018

Personal Support Worker (Honors)

CDI College, Mississauga, ON | 2006

Quality Assurance and Coaching Course

Centennial College, Markham, ON | 2004

Communicating Effectively on the Telephone Certificate**The Quality Assurance Team Certificate**

Seneca College, North York, ON | 2002

Industrial Drug Legislation Course

Seneca College, North York, ON | 2001

Pharmaceutical Manufacturing Course

Seneca College, North York, ON | 2000

Co-Op: Medical Laboratory Assistant

Adult Day School, Toronto, ON | 1995

Medical Office & Laboratory Assistant Diploma (Honors)

Career Canada College, Toronto, ON | 1992

EMPLOYMENT HISTORY**Manager of Operations**

Absolute Clarity Maintenance Services Ltd., ON | 2017–Present

- Oversee day-to-day operations of the business
- Negotiate contracts with clients and vendors
- Maintain project schedules and coordinate staff shifts
- Follow up on outstanding accounts receivable
- Ensure policies and procedures are up to date and maintained
- Ensure all staff comply with safety guidelines

Physician Medical Assistant

Dr. Leon Rivlin Chronic Pain Management | 2011–2017

- Assisted physicians in all aspects of patient care
- Prepared medications and documented necessary records
- Recorded and monitored vital signs
- Directed patients in and out of exam rooms
- Maintained medication logs and monitored patient use
- Managed inventory and counted controlled substances
- Ensured regular checks of medical supplies and equipment

Patient Assistant Liaison

Halton Healthcare Services (Oakville-Trafalgar Memorial Hospital), ON | 2006–2007

- Assisted nurses with patient transfers and meal deliveries
- Provided general housekeeping and organized supplies
- Responded to call bells and took appropriate actions
- Provided bedside assistance and monitored patients' health
- Maintained records and assisted nurses as needed

Clinical Subject Recruiter / Screening Technician

Apotex Research Inc., Toronto, ON | 2000–2005

- Adhered to SOPs, GMPs, and cGMPs
- Confirmed eligibility of subjects for studies and ensured compliance with eligibility criteria

- Prepared and submitted PCME worksheets to technicians
 - Created and maintained computerized client records
 - Interviewed subjects and recorded personal information
 - Took vital signs and performed venipunctures and ECGs
 - Managed emails and voicemails daily
 - Maintained records and documentation
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CERTIFICATES

- Standard First Aid with CPR/AED Level C (St. John Ambulance)
 - Volunteer, Co-Op Board of Directors Member
 - WHMIS (Workplace Hazardous Materials Information System)
 - P.R.E.P. - Achieving Extraordinary Customer Relations (Apotex)
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References

Available upon request