

# Samantha L. Caldwell

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## **Education**

- Bachelors of Science in Health Information Management, Western Governors University; expected completion January 2025
- Masters of Health Leadership, Western Governors University; December, 2022
- LEAN Six Sigma Yellow Belt; University of Washington, September, 2022
- Certificate in Research Administration, University of Washington, 2021
- Bachelors of Science in Business, Healthcare Management; Western Governors University, January 2020
- Strategic Leadership Program; University of Washington, 2015
- Certificate in Optometric Vision Therapy; College of Optometrists in Vision Development, 2004

## **Experience**

AGREEMENTS MANAGER | DEPARTMENT OF MEDICINE, UNIVERSITY OF WASHINGTON |  
MARCH 2021 - PRESENT

- Oversight of all contracts that do not route via the Office of Sponsored Programs (OSP) for the thirteen divisions and at the department level. This includes drafting, reviewing, advising, tracking and communicating the agreement specifics with all internal and external partners.
- Determine, recommend, and establish best practices regarding compliance, risk and standardized agreement terms.
- Responsible for updating and maintaining the Department of Medicine's agreements repository, including the loading and reviewing of every agreement into the system.
- Responsible for updating and maintaining the content on the Department of Medicine's intranet pages for agreements, outside work requests, and Sites of Practice.
- Reviews all staff and faculty outside work requests and Sites of Practice proposals at the department level.
- Provides intensive support for the 13 divisions as needed for compliance-related issues including acting as division reviewer of outside work and Sites of Practice proposals.
- Established the Department's Agreement Risk Review committee to review issues such as GDPR, data security, intellectual property, and trade secrets, and determine the level of risk, course of action, and establish best practices.
- Provides opinions on risk, compliance, and appropriateness of a variety of unique or specific issues that could affect the business or financial operations of the Department of Medicine, as they arise.

CONTRACT MANAGER & PROGRAM OPERATIONS SPECIALIST, CENTER FOR CARDIOVASCULAR  
INNOVATION | DIVISION OF CARDIOLOGY, UNIVERSITY OF WASHINGTON | OCTOBER 2015 –  
FEBRUARY 2021

- Oversight of all contracts for the Division of Cardiology that do not route via OSP. This includes drafting goods & services agreements, clinical consulting agreements, educational agreements, amendments to existing agreements, Data Use Agreements, Memorandums of Understanding, and Non-Disclosure Agreements. Also responsible for procurement contracts over \$10,000 and as-requested consulting on clinical trial and research agreements.
- Oversight of all faculty outside work requests to the Division for compliance.
- Management of the Center for CardioVascular Innovation and facilities to ensure the day-to-day and cyclic requirements are met and to ensure effective, efficient, and safe operations and preservation of resources.
- Oversees financial operations of the Center for CardioVascular Innovation including invoicing and projections.

- Consultant for the Department of Medicine on the structure and organization of their contracts repository.

INTERIM LEGAL COORDINATOR|SOUND LEGAL PARTNERS, LLC. | JULY 2020 – FEBRUARY 2021

- Temporarily assisted the firm with payment processing, redesign of administrative/operations training materials, transition between practice management software, and website redesign.

PROGRAM COORDINATOR| DIVISION OF CARDIOLOGY, UNIVERSITY OF WASHINGTON | AUGUST 2014 – OCTOBER 2015

- Oversight of Cardiovascular Grand Rounds: worked independently in process improvement, daily operations, correspondence and organization of speakers, arranging itineraries for traveling speakers, and ensured compliance with the Office of Continuing Medical Education requirements and timely submission of CME paperwork.
- Provided faculty support for 6-10 faculty members including clinical and research faculty. Heavy calendaring, coordinating travel itineraries, and meeting coordination.
- Successfully built relationships with clinic, hospital, and division staff to provide top notch support. For example, I worked with the cycle revenue analysts, nurses, and Regional Heart Center clinic manager to evaluate one physician's clinic patient workload and reduce overscheduling that prevented timely completion of treatment notes; consistently communicated with clinical schedulers to balance Division responsibilities of Interventional Cardiology team with clinical responsibilities.
- Re-vamped the structure of the Interventional Cardiology call schedule for the physicians and managed the regular schedule, call schedule changes, and call counts for equity of shifts among the physicians.

TRAINER & QUALITY ASSURANCE ANALYST| XEROX (Google) | OCTOBER 2013 – AUGUST 2014

- Trained and managed new hires on all policies, procedures, and soft skills to develop the highest caliber of customer service agents.
- Developed with and gave input to Google regarding new methods of training agents more effectively/efficiently.
- Ensured quality standards were established strongly with new hires so their QA scores were above site average when they joined the production floor.
- Evaluated the quality and efficiency of the support provided by the call center agents through monitoring calls and email correspondence. Provided feedback to agents and their supervisors about strengths and weaknesses in both their spoken and written correspondence with customers.
- Acted as a coach and mentor to agents and their supervisors on how to provide a better customer experience, how to effectively communicate brand messaging, and how to handle confidential and proprietary information at multiple call center sites.
- Calibrated with the client to meet their goals for the service agreement. Ensured brand messaging was consistent throughout the call center staff.
- Reviewed metrics and data to analyze areas for up-skills training for trainers, agents, and supervisors.
- Used organizational skills to track and record large volumes of data in a paperless environment.

CERTIFIED OPTOMETRIC VISION THERAPIST | ALDERWOOD VISION THERAPY CENTER | JULY 2002 -SEPTEMBER 2013

- Independently learned key concepts and activities in order to provide exceptional individualized therapy programs for each infant, child, and adult. Patients ranged in age from 2 months to 86 years old.
- Organized planning, recording, documenting, and effectively communicating the treatment plans and goals to patients and the office team.
- Handled confidential medical records and maintained HIPPA compliance on a daily basis.

**Volunteer Experience**

- School of Medicine Mentorship Committee, University of Washington, 2023
- DOM Strategic Plan, Research Innovation Subcommittee, University of Washington, 2022-2023

- Husky Leadership Institute Mentor, University of Washington, 2022
- Gender Equity Councilmember, Retention & Career Advancement Subcommittee, UW School of Medicine, 2022-2023
- Staff Mentor, UW School of Medicine Mentorship Program, 2021
- Gender Equity Ambassador, UW Department of Medicine, 2021-2023
- Kickin' It with K9s Volunteer, Kitsap Humane Society, 2019
- Mentor, College of Optometrists in Vision Development, International, 2009 - 2013
- Board of Directors, Art/Not Terminal Gallery, Seattle, Washington, 2008

**Affiliations and Awards**

- Certified International Optometric Vision Therapist of Year, 2011

**Publications and Presentations**

- Vision & Learning Applied Concepts Course, COVD Annual Meeting Ft. Worth, Texas October 2012
- Vision & Learning Applied Concepts Course, COVD Annual Meeting San Juan, Puerto Rico October 2011
- Therapists Corner, Visions Newsletter, February 2011 COVD
- Visual Insights, MEDS-PPN Course, September 2010
- Vision and Autism, Minnesota Vision Center, June 2010
- Vision and Autism, British Association of Behavioural Optometry, London England May 2010
- Vision and Autism, COVD Annual Meeting, October 2009
- A-ha! Visual Information Processing, Colorado Vision Summit, August 2009
- Vision, Perception, & Function, Seattle Children's Hospital, September 2008
- Therapists Corner, Visions Newsletter December 2007, COVD
- Visual Perception Course, Denver Colorado 2006, Colorado Vision Therapy Association