

## CAPABILITIES AND EXPERIENCE

### KEIKO KANAYAMA

#### WORK EXPERIENCE

##### **Landrich Group ( 2020 – Present )**

- Provide daily operational support to CEO/Managing Director.
- Lead daily operations, ensuring the smooth execution of clinical research projects.
- Contribute to optimizing resource allocation to align with project timelines and objectives.
- Plan company events
- Support projects by providing templates and formatting documentation
- Collaborate with senior leadership to align operations with company goals and implement strategic initiatives.
- Cultivate efforts to maintain strong alliances with valued clients, fostering positive and enduring relationships to enhance client engagement.
- Foster effective communication among teams, vendors, and stakeholders to streamline processes and enhance efficiency.
- Oversee administrative financial activities and proactively identify opportunities for innovation, cost-effectiveness, and continuous improvement.
- Efficiently handle time-card processing, payroll, and supervise company maintenance.
- Oversee document control processes
- Oversee employee training and provide IT-related support.
- Manage onboarding, termination procedures, including setting up IT systems and equipment for effective operations.
- Streamline recruitment, interviews, and onboarding processes.
- Develop, design, and maintain the company brand, website, social media, project, and marketing materials including content and SEO optimizations.
- Support clinical trial activities, including study binder building, eTMF maintenance, meeting support, and coordinate travel if needed.
- Support Quality and Regulatory team member projects.
- Maintain employee documents, SOPs, and FRMs up-to-date.
- Provide support for ad hoc tasks, addressing.

##### **Office Manager: The Sarah Samuels Center for Public Health Research & Evaluation ( 2015 – 2018 )**

- Office management functions: Accounting, License mgmt., Payroll, Supplier management, Bid management, website updates, IT support, facilities liaison, legal document management, logo marks management.
- Project Support: Correspondence with clients, interview setup, meeting setup, event planning.
- Event Coordinator: Finding venues, space design and coordination, food catering, brochure preparation.
- HR: Recruitment, employee onboarding, Health benefit/401K enrollment, training coordination.
- Visualization: Digital cover page for reports and proposals, data visualization/Infographic for projects .
- Assistant to Executive Director and Associate Director: Scheduling, expense report management, travel arrangement, inbound/outbound call management.

#### EXPERIENCE HIGHLIGHTS

Experienced in operations management, marketing, and executive assistance, with a diverse skill set, including event coordination, customer relations, and graphic design. Pivotal in enhancing company projects, optimizing efficiency ensures seamless execution through collaboration with clients and cross-functional teams. Committed to high standards, innovation, and ethical practices, strategically optimizes processes, contributing to project excellence in line with the company's mission.

#### EDUCATION & ACCREDITATION

- Associate of Social Science, General Curriculum (Dean's list) - Peralta College
- French and Italian Art Certificate, Do^kyou University, Japan
- Independent Study Abroad – London, England
- Accredited Japanese Koto Performer - The Seiha Hogaku-kai Ikuta School, Japan
- Good Clinical Practice and ICH (GCP) Certificate