

# BASIL ROBERTSON

Germantown, MD

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(000) 000-0000

## HEALTH RESEARCH & POLICY ANALYST

*Perform high-quality quantitative and qualitative analyses to achieve study objectives and inform program and policy decision-making*

**RESOURCEFUL AND PERSISTENT RESEARCH ANALYST** with 10+ years' experience providing both qualitative and quantitative solutions. Competent decision-maker who defines, clarifies, and analyzes data to deliver comprehensive high-quality information. Possess clear focus on results in challenging, high-pressure situations with tight-deadlines and shifting schedules, where failure is not an option.

**ADEPT WRITER AND PROJECT MANAGER** with keen ability to craft concise project proposals, develop budgets, and track project costs. Possess diverse and broad career experience within government (Company D), not-for-profit (Medical Cancer Institute), and for-profit consulting firms (TTC Associates Inc, Company X.).

**Interview Protocol Development • Site Visits • Literature Review • Quality and Validity Assessment  
Program Analysis • Budgeting • Contract Proposals • Interviews/Focus Groups • Large Database Analysis**

## CAREER HISTORY

COMPANY X (\$569M company specializing in Commercial, Economic, Sociological, and Educational Research; 1900+ employees)

**Study Manager**—National Computer Study (NCS) 2007-present  
*Recruited to launch the NCS study examining the effects of environmental influences on the development of more than 100,000 children across the United States. Write procedures for pre-data collection/data collection phases. Write procedures for pre-data collection and data collection phase, including corresponding with participants, gaining cooperation, preparing for home study visits, and operating site offices.*

- Developed and produced 300 sets of training packages in pre-data collection activities for NCS startup phase—  
with constantly shifting priorities—meeting deadline in 50% less time.
- Reengineered the inventory purchasing process reducing costs due to expedited returns processing, increasing efficiency by implementing tracking system, and improving communication by creating one point-of-contact.
- Analyze case data to monitor procedure compliance, identify problem areas, and recommend system upgrades.
- Administered logistics—facilities, IT, warehouse, and materials—for high profile, multi-week trainings certifying NCS data collectors and supervisors.
- Manage diverse team of writers and trainers to produce hundreds of training manuals on compressed schedule.
- Work closely with NCS Vanguard Centers to test data collection procedures at health clinics and hospitals.
- Managed volunteers and ensured timeliness and punctuality; trainers were consistently satisfied and trainees responded with high marks for staying on schedule, saving overtime costs for Westat.

MEDICAL CANCER INSTITUTE—Center for Community-Based Research (*affiliate of Yale School of Public Health*)

**Research Project Director**—MassBuilt Study 2005-2006

Hired into competitive Center to launch newly awarded program due to research, supervisory, and union-related experience. Implemented three-year community-based smoking cessation study for 1200 union apprentices in the building trades. Recruited unions, enrolled apprentices, administered surveys and contracted teachers to run quit smoking program.

- More than doubled recruitment and enrollment goals and secured the three largest unions in Boston.
- Administered paper surveys to 1200 apprentices, achieving 94% response rate, 14% above goal.
- Executed site visits to evaluate unions' compliance with study requirements and instructors' performance.
- Analyzed data using SPSS to address Principal Investigator's questions; wrote progress reports and IRB correspondence.
- Collaborated with multi-disciplinary research team to enhance written reports, materials, and study operations.
- Teamed with colleagues to write proposals for new projects; conducted literature reviews and drafted chapters.

TTC ASSOCIATES, INC. (\$225M for-profit government and business research and consulting firm; 1250 employees)

**Business Research and Consulting Analyst** –Center for Community Based Research 2001-2004

*Spearheaded new lines of business in pharmaceutical market research and healthcare policy research. Conducted 9-month qualitative and quantitative studies addressing strategic issues of healthcare, insurance, finance, and information technology clients.*

- Challenged to increase client sales and manage three high-profile qualitative projects targeting the company's premier customers; managed project logistics including recruitment and scheduling; increased sales and awarded a subsequent \$600k qualitative research for corporate rebranding campaign.
- Utilized SAS to analyze large databases, invented novel analysis approaches, executed project flawlessly, and successfully established new practice winning a higher percentage of bids over 2-year period.
- Analyzed utilization and financial data of inner-city community hospital and created scorecards to evaluate and improve delivery of health and human services.
- Ran quantitative analyses on large databases for studies evaluating life and disability insurance offerings among Fortune 500 companies.
- Conducted in-depth phone interviews with thought leaders for healthcare policy research in patient safety and wrote report of findings.
- Wrote chapters and conducted secondary research for health policy study on the role of teaching hospitals.

#### COMPANY D

**Field Operations Manager and Trainer** 2000

*Drove Census participation, improved productivity and increased response rates from below average to target levels. Located and validated units, conducted interviews with residents in person and by phone, and worked with institutions to gain access to residents. Participated in community outreach events to promote Census. Direct reports: 30*

- Promoted to Field Operations Manager within two months of hire; assigned 15 interviewers—which quickly doubled to 30—and drove top 10% performance ranking for team in district.
- Reviewed interviewers' Census forms for completeness and accuracy and determined corrective actions.
- Conducted more than 50 group-training sessions to certify 300+ field supervisors and data collectors in 30% less time.
- Developed a 2-hour interviewer training addressing inner-city challenges; course met with rave reviews.
- Drove participation at three diverse universities—Northeastern University, Massachusetts College of Art and Design, and Emmanuel—boasting response rates in top 10 for all Boston colleges and universities.

#### EDUCATION

**M.S.** Program, Physical Therapy—MGH Institute of Health Professions (Degree Program)  
Coursework: Health Care Policy, Research and Statistics

**B.A.**, Psychology—UNIVERSITY OF MICHIGAN (Summa Cum Laude)