Jackie Kent

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C-Suite Executive, board director, speaker, and advisor with a passion for work towards ALL patients having access to clinical trials. Over 30 years of Pharmaceutical and Health Technology Experience. Comprehensive knowledge of innovative healthcare technology, data and analytics, clinical trial design & execution, as well as CT supply planning. Developed innovative, transformative capabilities, casting vision, establishing change agendas that enable effective change, managing process innovation work portfolio, building collaborative relationships, and launching new IT platforms and strategies. Talented in developing high performance teams who overachieve targets and objectives. Deeply knowledgeable around the dynamics of diverse healthcare delivery systems, GCP / GMP regulations, Program Development and Management, Clinical and Quality Outcomes, as well as experience with global regulatory agencies.

CAREER EXPERIENCE HIGHLIGHTS

Medidata Manhattan, NY

Executive Industry Advisor Current

Chief Customer Officer Jan 2021 – Jul 2022(retirement)

Build and lead the newly created Customer Success organization, a laser-focused team that will ensure the delivery of a positive experience for customers along every step of their journey with Medidata. Targets included 100% renewal achieved year 1 and ensure a continued growth to achieve $1b in 2021. This new team consists of Customer Support, Customer Success, Education, Quality, Product Marketing and Strategy(300 employees and 4 service providers).

EVP – Head of Product Oct 2019 - Jan 2021

The Medidata Rave Clinical Cloud Platform includes over 35k clinical studies, 2000+ customers, 1M patient's data and over 150k users - $850m revenue target

- Additional responsibilities included Product Marketing, Product Strategy, Medidata Academy (external training), Project Management Office, Global Quality & Compliance, and further Executive Sponsorship for Executive relationships at key accounts.

Oversight:

- Lead a function of over 400 product, technology and product marketing teams to drive the Medidata Rave Clinical Cloud
- Member of the Medidata Executive Leadership team reporting directly to the President and CEO of the company
- Rave Clinical Cloud 2018 reported revenue was $635m up 17% from 2017. $535m is subscription and $100m is professional services. Professional Services is not part of the Product function. 100% customer retention in 2018 & 2019.
- Product responsibility is defined from product strategy, go to market, design, development, implementation including customer relationships and sponsorship.

- Executive sponsor for enterprise and partner accounts, this includes the largest Medidata accounts.
- Product accountabilities include over 25 solutions that encompass the Medidata Rave Clinical Cloud with double digit growth year after year.

ELI LILLY & CO. | INDIANAPOLIS, IN 1990 – Dec 2017 (RETIREMENT)

Sr. Director: Product Delivery, Supply Planning, & Supply Chain Systems
2016-2017

Charge includes $350MM global operating budget, with clinical trial materials across Global Business Units and therapeutic areas

Oversight: Operations Management / Strategic Planning / Risk Management / Quality & Compliance

- Lead team of 145 in establishing and implementing operations, CT supply, and IT systems, resulting in increased efficiency, productivity, and profitability
- Liaise with regulators (Taiwan FDA; USA FDA; PMDA-Japan), influencing future use of clinical innovations and policy
- Surpassed goal by 140%, with YoY savings of 12% through successful supply chain platform integration (TRANSIT)
- Achieved on-time delivery, with below industry / above expectations in terms of patient impact (right drug, right time, right patient), mitigating issues and leading industry average
- Scored 98% in First Patient Visits, supporting 500 clinical trials (2016) with 116 first patient visits, facilitating enrollment completion, and leading to on-time study submission as well as increased ROI (proprietary), with total support including 220K patient visits (2016)

Sr. Director: Clinical Dev Information & Optimization (CDIO) | Next Gen. Development (NGD) 2011 – 2016

Orchestrated a joint venture initiative and then implemented Clinical Design & Execution services to Development Teams, supporting SDE processes and determining highest quality protocol design, optimum trial execution, and on-going metrics to ensure quality information and service

- Team Direction / Protocol Optimization / Feasibility/Enrollment Planning / Trial Execution
- Created innovative capability models as well as processes and IT systems integrated to support end-to-end Trial Execution Integration
- Cultivated effective functional leader partnerships and collaborative relationships (internal, external), driving on time portfolio requirements delivery and adoption as well as reducing cycle time to LPET and protocol amendments

Trial Execution:

- Drove clinical trial execution model development and implementation
- Bridged new and existing processes to increase quality and decrease cycle time
- Piloted proof of concept (PoC) projects to ensure value, scalability, and quality
- Determined full scale implementation requirements

Reduced overall clinical development timelines; reduction = 2.5 years faster average through decreasing white spaces between phases of research and enrollment timelines.

Director: Global Medical Quality 2008 – 2011

Various roles in US, France and UK from 1993 - 2008

Board Positions

Circuit Clinical – Board Director	April 2020 – current
Cytel – Board Director	Sept 2020 – Jan 2021 (company sold)

Not for Profit

Paws and Think – Board Director	June 2017 – June 2018
North Central High School Choir – Board Secretary	April 2017- May 2019
Young Voices of Indianapolis – Board President	Aug 2013 – May 2015

Industry Collaborations & Trade Organizations

Association of Clinical Research(ACRO) – Chair	Jan 2022 - current
Association of Clinical Research Organizations (ACRO) – Vice Chair	Jan 2021 – Dec 2022
Society of Clinical Research Sites (SCRS) – Leadership Council Member	2015 - Current
TransCelerate Biopharm, Inc. – Eli Lilly Oversight Committee Representative & Initiative Sponsor	2013 - 2017

Honors & Awards

Pharma Voice 100	Sept 2019
PM360 Elite Strategist	July 2019
HBA Luminary Award	May 2019

EDUCATION

HARVARD BUSINESS SCHOOL: WOMEN ON BOARDS – SUCCEEDING AS A CORPORATE DIRECTOR 2019

Bachelor of Science (BS): Computer Science BUTLER UNIVERSITY | INDIANAPOLIS, IN