DEVON MERZA

Operations | Program Coordination | Systems & Process Improvement

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PROFESSIONAL SUMMARY

Operations, systems and program coordination professional with more than a decade in regulated university and hospital research environments. Improves workflows, coordinates programs and stakeholders, supports users, and maintains reliable records. Combines practical operations experience with technology, communication, compliance and training skills.

SELECTED CAPABILITIES AND ACHIEVEMENTS

Systems implementation and user support: Supported platform rollout to 1,400+ users through testing, troubleshooting and adoption support. MUHC Research Institute.

Process improvement: Redesigned training request and approval workflows, reducing turnaround time by approximately 75%. MUHC Research Institute.

Records and compliance: Digitized paper training records and advanced 25 of 30 SOPs requiring review, creation or renewal within one year. MUHC Research Institute.

Program development and administration: Launched the department's first LMS-based training program, averaging 85 learners per month with an 85% completion rate after launch. McGill University.

Administrative automation: Automated training follow-up processes, reducing recurring administration to approximately 20 minutes per month. McGill University.

PROFESSIONAL EXPERIENCE

Training Advisor | McGill University | Nov 2023 – Apr 2025

- Reviewed 200+ protocol submissions for personnel training compliance across two campuses and five affiliated hospital sites.
- Administered LMS accounts, permissions, course assignments and learner records; provided user support and troubleshooting.
- Prepared briefings and practical guidance for committees, researchers and staff, translating complex regulatory requirements into clear next steps.

PROFESSIONAL EXPERIENCE CONTINUED

Training Coordinator | MUHC Research Institute | Sep 2021 – Nov 2023

- Coordinated onboarding, training schedules, registrations, assessments and completion records across hospital research sites and professional groups.
- Supported teams using a compliance and facility management platform; resolved access issues and improved workflows.
- Coordinated SOP revisions, approvals, publication and archiving with relevant stakeholders.

Animal Care Worker | MUHC Research Institute

Jan 2016 – Sep 2021; occasional shifts since Feb 2026

- Provided daily animal care and welfare monitoring under approved procedures; maintained records and escalated concerns.
- Trained incoming colleagues in animal care procedures and facility safety requirements.

Research Assistant | Concordia University | Jan 2014 – May 2016

- Conducted behavioral experiments, collected and interpreted data, maintained study records and supported new student researchers.

TECHNOLOGY

Microsoft 365: Excel, Word, PowerPoint, Forms and SharePoint | Power Automate | Power Apps | Brightspace Creator+ | H5P | Moodle | TalentLMS

EDUCATION

M.A., Educational Technology and Learning Design

SUNY Empire State University | In progress; expected Summer 2027

Graduate study includes instructional design and project management.

B.A., Psychology | Concordia University | 2016

LANGUAGES

English: native | French: CEFR A2; continuing evening classes