

Davina Agasaro

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PROFESSIONAL SUMMARY

Bilingual (English/French) Operations Coordinator with three years supporting day-to-day operations, issue investigation, and documentation across healthcare, tech, and research settings. Skilled at monitoring processes, catching details that don't look right, resolving issues carefully, and improving documentation and workflows to keep operations reliable.

CORE SKILLS

- Day-to-Day Operations Support
- Issue Investigation & Resolution
- Cross-Functional Liaison
- Process Improvement & Documentation
- Attention to Detail
- Calm Under Pressure
- Clear Written & Verbal Communication
- Notion, MS Office & Google Workspace
- Bilingual (English/French)

EXPERIENCE

Product Associate — Viral Tech

Dec 2025 – Present

- Support day-to-day operations across design, engineering, and marketing teams, monitoring progress and investigating issues to keep milestones on schedule.
- Maintain organized documentation in Notion, tracking action items, updates, and decisions to keep internal teams aligned.
- Own QA testing and release documentation, catching issues and verifying deliverables meet quality standards before launch.

Operational Support Specialist — Dialogue Health Technology

Feb 2023 – Dec 2025

- Monitored operational workflows across multiple provinces, investigating issues and coordinating with internal teams and external stakeholders in French and English.
- Served as the central point of contact between internal teams and external partners, keeping status, issues, and follow-up actions clearly documented and communicated.
- Identified operational bottlenecks and led process improvements that reduced patient wait times, using good judgment to resolve issues and know when to escalate.

Research Assistant — Project San Francisco

Aug 2020 – Dec 2021

- Coordinated and co-facilitated focus groups end-to-end, managing logistics, scheduling, and participant communications for multi-year research initiatives.
- Maintained detailed project records and databases, synthesising large volumes of data into clear summaries and reports for project leads.
- Conducted secondary research and documentation to support long-term project planning and reporting accuracy.

Community Outreach Specialist — All Energy Solar

Jan 2020 – Jul 2020

- Coordinated logistics for outreach events and gatherings across multiple communities, managing scheduling and on-site execution that consistently grew program sign-ups event over event.
- Prepared branded program materials and post-event reports, ensuring a welcoming, well-organized on-site experience and documenting outcomes for internal review and planning.

Administrative Assistant of Undergraduate Research and Fellowship — Harvard University, Cambridge, MA

Sep 2019 – Oct 2019

- Provided front-desk reception coverage and served as the primary source of information and initial contact for students, alumni, faculty, employers, visitors, and staff regarding the advising and educational programs.
- Provided general administrative and office support duties, including assisting with handling application materials, coordinating programming logistics and coordinating e-mail lists.

EDUCATION & CERTIFICATIONS

B.Sc. Public Health — Lindenwood University, May 2019

Google Data Analytics Certificate — Coursera / Google, 2024

Digital Marketing Certificate — Jelly Academy, Jan – Apr 2025