

# ILSA PAPUNEN

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## EDUCATION

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### **Boston College – Chestnut Hill, MA**

**August 2016 to May 2019**

Bachelor of Arts in Psychology, Clinical Concentration

*Graduated in three years with Advanced Standing*

*College of Arts & Sciences Honors Program*

## RESEARCH EXPERIENCE

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### **Research Coordinator (full-time)**

**January 2024 to Present**

*Juvenile Justice Research and Reform Lab - Philadelphia, PA*

Supervisor: Naomi Goldstein, Ph.D.

### **Clinical Research Technician (full-time)**

**October 2021 to September 2023**

*University of Michigan, Department of Psychiatry, Ilgen Lab/Ann Arbor VA Hospital - Ann Arbor, MI*

PIs: Mark Ilgen, Ph.D., Lewei Allison Lin, M.D., M.S.

Supervisor: Mandy Lewis, M.S.

- Engaged in participant recruitment, screening, and informed consent process remotely and at area clinics for a federally-funded randomized controlled trial (the Persist Study) while independently developing relationships with community partners
- Led medical chart review recruitment process, collaborated with study team and principal investigators to improve yield and direct team effort
- Conducted participant assessments including structured clinical interviews, building rapport and maintaining study enrollment while remaining sensitive to diverse circumstances and needs
- Entered accurate data and maintained up-to-date project records, independently developed and updated standard operating procedures (SOPs) as project evolved
- Assisted in preparation of materials for grant submissions, creation of poster presentations and project promotional material
- Trained to identify and properly report adverse events, conducted suicide and overdose risk assessments as needed
- Maintained confidentiality of study data, identified and promptly addressed protocol deviations
- Hired by the Ann Arbor VA Hospital as a Without Compensation employee in order to recruit and enroll Veteran participants

*Poster presentation:*

Matharu HK; **Papunen IG**; Bourgoise ML; Priest WK; Ashe DM; Lewis MN; Yeagley EE; Lin LA; Ilgen MA (2023, May).

Examining Socioeconomic Context of Patients Receiving Buprenorphine for Opioid Use Disorder. Albert J. Silverman

Research Conference.

### **Research Assistant**

**January 2019 to April 2019**

*William James College - Newton, MA*

Supervisor: Nathalie Alexis, Psy.D

- Transcribed recorded participant interviews for research involving survivors of sexual assault
- Collaborated with head researcher to determine qualitative coding criteria to measure participant attitudes toward sexual assault survivor representation in media
- Coded interview transcripts
- Maintained confidentiality of study data

## **CLINICAL EXPERIENCE**

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### **Shelter/Hotline Volunteer**

**May 2022 to August 2022**

*SafeHouse Center - Ann Arbor, MI*

- Trained to provide trauma-informed crisis intervention, advocacy, education and practical assistance to survivors of domestic violence and sexual assault both in the shelter and on the phone
- Assisted with shelter upkeep and organization to provide a safe, clean and welcoming environment for residents
- Answered helpline calls and connected callers to appropriate resources, triaged crisis situations with staff supervision
- Maintained a high level of security and confidentiality to ensure the safety of service participants

### **Operations Coordinator (full-time)**

**September 2020 to July 2021**

*Lifescape Health, formerly Commonwealth Psychology Associates - Boston, MA*

- Served as a point of first contact for clients, handling administrative tasks and clinical matters with empathy, professionalism, and efficiency
- Worked as part of a three-person team in constant communication with clinical staff to oversee prescriber schedules and provide administrative support for all clinicians assigned to Newton-Wellesley office location
- Supported clients in accessing telehealth appointments, navigating insurance and billing issues, and completing necessary paperwork
- Engaged with clients during appointment check-in and check-out on secure telehealth platform to schedule follow-up appointments, complete intake process, and answer nonclinical questions
- Coordinated client medication refills, insurance changes, and prior authorizations
- Fielded client phone calls and assessed clinical urgency, assisted intake team in screening first-time callers
- Collaborated with operations staff from all six offices to complete daily tasks and long-term projects
- Created updated training materials for clinical and operations staff reference during transition to new patient management system

### **Neuropsychological Testing Technician (full-time)**

**August 2019 to September 2020**

*Lifescape Health, formerly Commonwealth Psychology Associates - Boston, MA*

- Administered and scored comprehensive neuropsychological and psychological testing batteries to a diverse clinical population under the supervision of seven neuropsychologists
- Assessed cognitive and behavioral symptoms associated with intellectual and learning disabilities, Attention Deficit/Hyperactivity Disorder, Traumatic Brain Injury, neurocognitive disorders, Autism Spectrum Disorder, anxiety and mood disorders, personality disorders, etc. in patients of all ages (pediatric/adult/geriatric)
- Recorded detailed behavioral observations regarding the patient's effort, affect, attitude, and approach during testing
- Maintained up-to-date knowledge of testing measures; trained other technicians on administration and scoring procedures
- Created stimulus, procedures, and training guides for remote testing (tele-testing and "hybrid" testing)
- Managed administrative responsibilities (e.g. ordering testing materials, mailing neuropsychology reports to patients and outside providers, filing raw data, closing and organizing completed data charts, assisting in clinician credentialing procedures)

### **Bachelor's Level Intern**

**January 2019 to May 2019**

*Victory Programs Living and Recovering Community - Jamaica Plain, MA*

- Coordinated with staff clinicians and student volunteers to plan and facilitate two group therapy sessions per week
- Recorded notes for group therapy sessions, maintained client confidentiality
- Engaged with clients on the milieu, building rapport and fostering interest in therapeutic interventions while remaining sensitive to differing client needs and abilities
- Assisted in trauma-informed conflict mediation and keeping clients focused on their recovery
- Attended weekly staff meetings (clinical rounds), participated in case presentations and discussion
- Assisted front desk staff as needed, taking phone calls and establishing intake clients

## **LEADERSHIP AND OTHER EXPERIENCE**

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### **Publicity Director, Summer Operations Director December 2017 to December 2018**

*WZBC 90.3 FM Executive Board - Newton, MA*

- Responsible for physical and financial upkeep of the station, including financial bookkeeping and maintaining vendor relationships
- Involved in planning and organization of major station remodel
- Attended weekly meetings with board and faculty advisor
- Created promotional material for station including merchandise
- Maintained social media accounts and facilitated community outreach

### **Graphic Designer & Photography Technician September 2017 to September 2018**

*Boston College Media Technology Services - Chestnut Hill, MA*

- Fulfilled personalized graphics requests for university organizations and faculty using Adobe Creative Suite software
- Communicated directly with clients and coordinated multiple projects concurrently
- Attended weekly meetings with board and faculty advisor
- Photographed campus events, took professional headshots
- Printed and assembled large-scale graphics projects

## **SKILLS AND CERTIFICATIONS**

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- REDCap, Qualtrics, SPSS, Microsoft Excel, Microsoft Access
- Adobe Photoshop, Premiere Pro, InDesign, Illustrator
- EPIC/MyChart Electronic Health Records Software, Valant Electronic Health Records Suite, AdvancedMD Practice Management & Electronic Health Records Software (HIPAA compliant)
- CITI Certifications - Social and Behavioral Research, Good Clinical Practice
- Adult First Aid/CPR/AED Certified, Overdose Prevention and Naloxone Administration Trained
- Certification in Psychological First Aid from the National Center for PTSD and the National Child Traumatic Stress Network