JOHN PIGNONE-REED

CLINICAL RESEARCH • OPHTHALMIC & CNS TRIALS

Tampa Bay, Florida | john@johnpignone.com | johnpignone.com

Professional profile

Clinical research professional with 36+ years in eye care and clinical healthcare. Since 2023, supported 30+ industry-sponsored Phase 1–3 protocols in nationwide mobile and decentralized clinical trial visits. Combines direct participant assessment with protocol-driven operations, documentation quality and site collaboration.

Core expertise

Clinical trial operations • GCP • Protocol adherence • Source documentation • CRF/EDC • Participant assessments • Image quality • Site/sponsor/CRO collaboration • Mobile research operations • Staff training

Professional experience

20/20 Onsite | 2023–Present

Clinic Manager, Life Sciences

Lead nationwide mobile and decentralized clinical research visits, combining protocol-specific assessments, participant care, documentation, equipment readiness and collaboration with investigative sites.

20/20 NOW | 2020–2022

Remote Refracting Technician

Performed remote refraction in an ocular telehealth model and developed a training program preparing clinical staff for AOA Paraoptometric certifications.

Eyefinity | 2018–2019

Senior Solutions Educator

Delivered training for ophthalmic and optometric EHR and practice-management systems, helping practices translate clinical workflows into effective technology use.

Diagnostic Clinic Medical Group | 2014–2018

Senior Ophthalmic Technician (Technician III)

Performed comprehensive patient workups in a multi-physician ophthalmology department and coached new and existing clinical technicians.

Medflow, Inc. | 2010–2012

Clinical EHR Trainer

Traveled nationally to train physicians and clinical staff on ophthalmology-specific EHR systems, troubleshoot workflows and contribute to e-learning resources.

North Carolina Eye, Ear, Nose & Throat | 2006–2010

Team Leader / Director of Clinical Operations

Progressed from leading a 30-person clinical team to departmental leadership supporting 13 ophthalmologists, with an emphasis on certification, productivity, patient experience and continuing education.

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CONTINUED CAREER HISTORY

Earlier experience

Spindel Eye Associates | 2004–2006

Ophthalmic Technician / Training–CEU Coordinator

Performed comprehensive and refractive ophthalmology assessments, coordinated continuing education and helped develop technician skills.

Massachusetts Eye and Ear Infirmary | 2002–2004

Clinical Manager / Administrative Manager

Managed clinical and administrative operations, supported staff development and clinical technology implementation.

Lahey Clinic | 1998–2002

Lead Cornea / Refractive Surgery Technician

Supported cornea and refractive surgery care, surgical assisting and diagnostic testing; taught an in-house ophthalmic medical assisting program.

Wills Eye Hospital | 1996–1998

Supervisor, Ophthalmic Technicians

Worked in neuro-ophthalmology and ophthalmic ultrasound, supervised technicians in the glaucoma service and supported fellow orientation and research-related protocols.

United States Army Reserve | 1994–2002

Combat Medic / Eye Specialist / Patient Administration Specialist

Served as an E-5 Sergeant in three medical and administrative specialties. Distinguished Honor Graduate, 1997 Soldier of the Year and participant in Hurricane Mitch humanitarian relief. Service overlapped civilian employment.

Harvard Vanguard Medical Associates | 1992–1996

Certified Ophthalmic Assistant

Conducted patient interviews and ophthalmic testing, built advanced technical skills and earned JCAHPO certification.

Dr. Donald R. Korb & Associates, P.C. | 1990–1992

Supervisor, Optometric Technicians

Provided patient workups and education in a contact lens and dry-eye practice; advanced to supervision of technician scheduling, training and the contact lens program.

Education & contributions

University of Delaware — Clinical Trials Management certificate (2025); NIDA — Good Clinical Practice certificate (2023); Southern Technical Institute — EKG Technician training (2021); HealthStream — MACRA-MIPS training (2018).

Career credentials reported: COT, ROUB, OSC, CPOA, RMA. Current status available for verification. JCAHPO/ATPO Pocket Guide and ROUB flashcards contributor; JCAHPO faculty and achievement recognition.