

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Patient-oriented Ophthalmic Technician with 16-year background performing diagnostic testing and patient administrative tasks. Adept at taking patient medical histories. Accomplished at performing testing skills for cataract patients. Welcoming and supportive with ability to provide patient services to over 100 patients each day.

SKILLS

- Visual prescreening
- Manual refractions
- BAT and CST testing
- Chart documentation
- Equipment calibration
- Appointment Scheduling
- Amsler grid testing
- Color vision assessment
- Customer service abilities
- Physician support
- Medical history documentation
- Process improvement
- Problem resolution
- Ophthalmic equipment expertise

WORK HISTORY

02/2013 to Current **COA Ophthalmic Testing Technician**

Anthem, Inc. – Cartersville, GA

- Instilled anesthetic drops and assisted in laser treatments and minor procedures.
- Operated ophthalmic equipment for patient eye examinations and prepared patients for examinations and surgeries.
- Measured intraocular pressure using Goldman and Tonopen tonometry process.
- Used Lensometer to measure and record lens power of existing prescriptive spectacles.
- Measured corneal curvature using keratometer to determine axis and extent of astigmatism.
- Conducted Goldman and Humphrey Visual Field Testing as part of overall vision evaluation.
- Conducted corneal pachymetry as screening for Keratoconus, LRI surgery and glaucoma.
- Applied eye medications and drops to dilate pupils in preparation for examinations.
- Worked well with patients, staff and manufacturer representatives to carry out successful office- and patient-related work each day.

08/2012 to 02/2013 **Optometry Assistant**

Lenscrafters (Deborah Valido) – City, STATE

- Explained processes and operated equipment for [Type] testing.
- Scheduled appointments, handled referrals and ordered supplies for optometric practice.
- Took medical histories and reported current concerns from patients prior to physical exam by optometrist.
- Greeted patients, prepared exam rooms and documented medical records to keep office running efficiently and effectively.
- Administered optometric tests, including visual acuity, glaucoma screening and Keratometry, recorded results and communicated findings to doctor.
- Enhanced patient outcomes by providing knowledgeable education on procedures, medications and other physician instructions.
- Collected all pertinent data and calculations to aid physician in interpreting results.
- Conducted monthly and quarterly inventory of supplies using facility cost reporting records.
- Gathered forms, copied insurance cards and [Action] to collect patient information for billing and insurance filing.
- Performed clerical duties, such as word processing, data entry, answering phones and filing.
- Explained procedures to patients to reduce anxieties and increase patient cooperation.
- Sanitized, restocked and organized exam rooms and medical equipment.
- Supported duties for diagnostic and technical treatment procedures, such as setting up and operating special medical equipment and apparatus.
- Directed patients to exam rooms, fielded questions and prepared for physician examinations.
- Maintained detailed records of test results by entering data and patient information into computer.
- Promoted office efficiency, coordinating charts, completing insurance forms and helping patients with diverse needs.
- Obtained client medical history, including medication information, symptoms and allergies.

02/2006 to 05/2011 **Optometry Testing Technician**

Wing Eyecare – City, STATE

- Managed front desk operations, including answering incoming calls and [Task].
- Performed pretesting tasks for optical patients such as non-contact tonometry and optical coherence tomography.
- Trained first-time contact wearers on insertion and removal of lenses.
- Assisted shoppers with selecting eyeglasses and contact lenses, recommending appropriate frames and lens types.
- Scheduled examinations, contact lens fittings, optical dispensing appointments and other procedures.
- Handled vision insurance claims, processing patient accounts using [Software].
- Maintained and updated electronic patient files, complying with confidentiality regulations such as [Area of certification].
- Fitted and dispensed eyeglasses and contact lens products, verifying fit and prescription accuracy.
- Conducted pretest procedures to gather data before exam and make eye appointments more efficient and productive.
- Coordinated patient scheduling, monitored patient flow throughout office and properly communicated delays.
- Acquainted patients with procedures and explained purpose of testing to establish consent.
- Instructed patients on contact lens insertion and removal and lens care guidelines.
- Input patient information and exam findings into electronic medical records system to facilitate accurate record-keeping.
- Performed ancillary testing when ordered by optometrist and thoroughly explained procedures to patients.
- Assisted with dilating patients or using eye medications when directed by optometrist.
- Assisted with insurance questions, eligibility and prior authorizations of medications and glasses.

EDUCATION

06/2002

High School Diploma

Western Brown High School - Mount Orab, OH