




Emma Nelson

 Brighouse, UK ■ Pre reg Optometrist / Dispensing Optician / GOC registered

Delivering high quality eyecare with empathy and precision.

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As a pre-registration optometrist with over 14 years of progressive experience in optics, I aim to use my vast skill set, knowledge, and customer service expertise in this clinical role. My professional journey from store receptionist, through dispensing and onto optometry has equipped me with a comprehensive understanding of the field. I consistently excel in achieving high conversion rates in one of the country's busiest opticians, demonstrating my commitment to exceptional customer care.

Certifications



Scheme of Registration, College of Optometrists

Stage 1 & 2 completed. Awaiting July 2023 OCSE's



Bradford University, West Yorkshire, UK

Bachelor of science in Optometry

Passed December 2021



City and Islington College, London, UK

ABDO Fellowship Diploma in Dispensing Optics PASS September 2014.



Anglian Ruskin University, Cambridge, UK

University Certificate Ophthalmic Dispensing Assistants PASS February 2011.

Work

Pre-reg Optometrist

Specsavers | Colchester, Essex

■ Feb 2022 - Present

Regularly top the conversion rates in a high-volume setting, showcasing exceptional patient care and professional expertise.

60% conversion, **£160** ATV, **35 minute** testing times.

Skilled in adapting professional style to suit individual patient needs across diverse demographics, including children and adults.

Ensured customer satisfaction by providing in-depth consultations throughout their journey.

Worked within a supportive network of directors and professionals, fostering a climate of mutual respect and shared determination to succeed.

Continued with GOC registration as a dispensing optician to support the store throughout my pre reg placement.

Studying Optometry - Career Progression Course

Bradford University

■ Sept 2020 - Sept 2021

Lived away from home for a year in order to further my career.

Dispensing Optician

Specsavers | Colchester, Essex

■ Nov 2018 - Feb 2022

Maintained excellent customer service standards by actively engaging with customers, attentively addressing their needs and requirements.

Achieved consistently high daily dispense values, demonstrating a commitment to excellence and contributing to the overall success of the dispensing operations.

As a member of the lead dispensing team, collaborated with colleagues to provide comprehensive staff training, double-checked dispensing measurements, and guided new staff members in making optimal options choices. Effectively managed daily clinic operations, including remakes, complex adjustments, and dispensing procedures.

Fostered a warm and friendly working environment by upholding professionalism and actively promoting teamwork, ensuring that every team member feels respected and valued.

Dispensing Optician/Assistant Manager **Specsavers | Bishop Stortford**

■ Feb 2017 - Oct 2018

Enhanced store performance by implementing regular in-store training sessions, effectively increasing staff knowledge and confidence, resulting in outstanding sales performance that surpassed regional benchmarks.

Provided supervision and mentorship to a student dispensing optician, fostering the development of professional practices and emphasizing the significance of ongoing learning.

Cultivated strong organizational skills and gained expertise in audit trails and paperwork processing through my role as an assistant manager.

Successfully led daily morning briefings with the team, ensuring effective communication and alignment of goals, while also overseeing end-of-day procedures, including cash management and closure activities.

Dispensing Optician **The Outside Clinic | South East Regional**

■ Oct 2016 - Jan 2017

Supported Optometrists in delivering exceptional service to patients in home or care home settings through the provision of dispensing services to individuals unable to access high street locations.

Efficiently coordinated daily schedules, including picking up my optometrist colleague, attending clinics, and maintaining accurate and timely records.

Conducted visit audits, provided constructive feedback, and facilitated staff training to enhance sales performance and help individuals achieve their Key Performance Indicator (KPI) targets.

Demonstrated a strong dedication to delivering superior care and customer service to individuals with limited mobility, which resulted in a profound sense of pride and fulfillment.

Dispensing Optician **Specsavers | Braintree**

■ Nov 2008 - Oct 2016

Demonstrated career progression across multiple departments, acquiring comprehensive knowledge and deep understanding of the business operations.

Fantastic delivery of customer service, consistently exceeding expectations and ensuring utmost satisfaction.

Effectively managed the dispensing team, providing continuous support and fostering their professional growth, resulting in decreased remakes and enhanced sales performance.

Maintained a versatile role by readily assisting in various departments, including shop floor, lab, contact lens department, merchandising, office tasks, and cash management.