

# Chandler D. Chapman, MPH

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## SKILLS

EMR (EPIC, Cerner)	Medical Terminology	Health Education	Customer Service
Public Health	Microsoft Office	Clinic Operations	Sales
Anatomy & Physiology	Healthcare / Wellness	Team Leadership	Patient Care

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## EXPERIENCE

**University of Utah Healthcare** | Salt Lake City, UT 09/ 2016 – 10/ 2018

**Certified Ophthalmic Assistant (COA)**

- Demonstrated ability to triage patient calls to determine needs and problem solve effectively.
- Performed intermediate diagnostic testing and assisted with complex ophthalmic procedures.
- Proven ability to build positive relationships with patients, physicians, and technical staff.
- Worked in collaboration with physicians to provide an excellent patient care experience.

**Nemours Children's Specialty Clinic** | Jacksonville, FL 07/ 2015 – 08/ 2016

**Certified Ophthalmic Assistant (COA)**

- Proven ability to manage multiple clinical and administrative tasks effectively.
- Demonstrated proficiency with all clinical testing equipment, procedures, and techniques.
- Assured daily clinic operations were conducted in accordance with policies and procedures.
- Managed patient comments and concerns, provided health education for triage calls.

**My Eye Lab** | Jacksonville, FL 07/ 2014 – 07/ 2015

**Lead Optometric Technician**

- Demonstrated ability to make effective decisions and take initiative in staff supervision.
- Coordinated daily clinic operations to ensure exceptional and timely patient care.
- Facilitated training, coaching, and development of clinical and retail staff.
- Modeled customer service and promoted sales whenever interacting with customers.

**Bowden Eye and Associates** | Jacksonville, FL 08/ 2013 – 04/ 2014

**Ophthalmic Technician/Scribe**

- Collected health care data, managed confidential health information, and triaged patient calls.
- Successfully performed diagnostic testing and managed procedures and specialized tests.
- Demonstrated excellent organizational skills and ability to work independently and in teams.
- Provided feedback in regards to clinic processes and organizational inefficiencies and recommend solutions.

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## EDUCATION

**Nova Southeastern University** | Fort Lauderdale, FL 05/ 2018

**Master of Public Health**

**Florida Agricultural and Mechanical University** | Tallahassee, FL 08/ 2013

**Bachelor of Science in Molecular Cell Biology**

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## CERTIFICATIONS

Certified Ophthalmic Assistant (JCAHPO)	06/ 2016 – Current
CPR Basic Life Saving for Healthcare Providers (AHA)	07/ 2017 – Current