

Holly Warren

Lehi, UT | 208-914-4334 | hwarren1315@gmail.com | www.linkedin.com/in/holly-warren

Driven and adaptable professional seeking to successfully transition into a new career path in design and technology. Committed to leveraging transferable skills, strong work ethic and eager to learn and develop professionally while embracing new challenges. Over 15 years experience in customer care with proven ability to problem solve and achieve customer satisfaction through building rapport and maintaining relationships.

Organized | Time Management | Interpersonal Communication | Team Work | Adaptable | Detail Oriented | Active Listener | Administrative Skills | WordPress | HTML | CSS | UX/UI | Slack | Web Design | Project Management | Team Training | Customer Service | Reliability

TECHNICAL CERTIFICATIONS

Tech-Moms, West Jordan, UT

September 2023-November 2023

Workforce development program that helps women launch careers in software development, UX/UI, tech support, project management, digital marketing and more.

Created a website to highlight my skill set and professional development.

GOOGLE UX/UI PROGRAM, online

October 2023-Present

PROFESSIONAL EXPERIENCE

Certified Ophthalmic Assistant, Salt Lake City, UT

January 2011 - PRESENT

Prepared as many as 40 patients a day to see the doctor by performing important visual tests and scans.

Coordinated and implemented the transition to a new practice management system and electronic medical records.

Prevented monetary penalization by performing yearly Medicare quality measures and chart audits.

Administrative duties such as scheduling appointments, customer service, billing and Quickbooks, ordering supplies, pre-authorizations and end of day close-outs.

Training of multiple new employees.

HealthFitness Corp., Various locations — *Health Screener*

March 2008-May 2014

Coached employees of various companies to take better action of their health by conducting health screenings.

Performed as many as 50 blood pressure, BMI and cholesterol measurements per day.

Brigham Young University-Idaho Wellness Center, Rexburg, ID- Assistant Director

September 2006-July 2007

Gained experience by performing protocols which encompass body composition, VO2 max, muscular strength and endurance as well as cholesterol testing.

Created brochures and pamphlets about various health topics to encourage students to take steps to a healthier lifestyle.

Organized an employee incentive program to encourage faculty to live a healthy lifestyle throughout the semester.

FORMAL EDUCATION

Brigham Young University-Idaho, Rexburg, ID — *Bachelors of Science in Health Science; Health Promotion and Lifetime Wellness*