

HOLLY J. BERGEN

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SUMMARY OF QUALIFICATIONS

My previous employment experiences in both the medical field and experiences working with youth have prepared me for **multitudes** of human relation positions and participating as a member of a team. My recent accomplishments in academia have contributed to my analytic and research abilities. Other key skill sets I have obtained include:

- Leadership and communication skills
- Personable phone skills and work relationships
- Knowledge in psychology, cognitive science, and medicine
- Ability to quickly adapt to new program/OS
- Desire and willingness to learn
- Motivated and dedicated
- Critical thinker and problem solver
- Great attention to detail and research skills
- **Experience** with CPT and ICD-9 codes,
- **Experience** with IRB, HIPAA protocol and health insurance policies
- **Experience** with programming in HTML, Javascript, MATLAB and Python
- **Experience** with statistical analysis in SPSS, SAS – JMP, MATLAB and Python
- Proficiency in Microsoft Office, Excel, Powerpoint and ability to type 55+WPM
- Exposure to Linux/Unix shell, Git, GitHub

WORK EXPERIENCE

University of California, San Diego – San Diego, CA

June, 2014 – Present

Student Researcher – Infant Vision Lab

- Assisting lab coordinator in general responsibilities associated with maintaining communication within, as well as organization and maintenance of the lab
- Involvement in research studies from conception to implementation
- Recruiting and testing subjects
- Independently analyzing individual and large sets of data
- Training incoming research assistants
- Assisting in multiple research projects simultaneously

Associated Students Lecture Note-Taker

March, 2014 – Present

- Attending and documenting lectures
- Responsible for marketing of services to students
- Compiling notes in organized and cohesive fashion to be sold to students in aiding studying and learning of material

Pearson Education – San Diego, CA

September, 2015 – January, 2016

Research Assistant (Contracted)

- **Data collection at an Elementary afterschool program**
- Recording and maintaining accurate data
- **Troubleshooting technology**
- Coordinating with research team, school program leaders, and technology specialists throughout data collection process

Sedona Staffing/ Covance Inc. - San Diego, CA

June, 2010 – February, 2011

Program Specialist/ Customer Service Associate (Temporary)

- Representative for pharmaceutical company's Patient Assistant Programs (PAP's)
- Acted as liaison between patients and health insurance companies
- Handled every aspect of patient files from reviewing and entering new applications, keeping their file current and ensuring proper documentation present, maintaining contact with the patient and their insurance company throughout the entire process

Bonita Pet Hospital - Bonita, CA

November, 2007 – June, 2009

Veterinary Assistant/ Customer Service Representative

- Responsibilities included all office duties necessary to maintain office and patient flow; handling multiple phone lines, scheduling appointments, maintenance of medical records, handling finances including creation and presentation of itemized estimates
- Filling medications and close working relationship with Veterinarians to handle cases
- Training incoming employees



EDUCATION

**2013-2016 B.S. Psychology - Developmental
Minor: Cognitive Science**

University of California, San Diego

Specialized in areas of developmental psychology social psychology,
and Cognitive Neuroscience

Overall GPA: 3.84

Major GPA: 3.9

**2010-2013 A.A. Liberal Arts and Sciences:
Social/Behavioral Sciences – Psychology**

San Diego Mesa College, CA

Overall GPA: 3.6

VOLUNTEER & COMMUNITY SERVICE

2013-2014 Infant Vision Lab

University of California, San Diego

Testing vision in infants, recruiting subjects, general lab duties

2013 Heroic Imagination Project

In partnership with Psi Beta and Dr. Phillip Zimbardo

Presenting workshops to high school, college students, and adults; teaching
bystander apathy and the importance of being a hero in society.

2013 STEM (Science, Technology, Engineering, Mathematics)

San Diego State University

Presented the science of psychology, neurology, and human behavior to groups
of students from grade school to initiate learning and interest in the fields of
science.

2011-2013 Disability Support Programs and Services

San Diego Mesa College

Note-taker, tutor and general support for students with disabilities.

REFERENCES

Available upon request

