

HOLLY J. BERGEN

2124 Gamet Ave. #E San Diego, CA 92109 • 951-288-0085 • hollyjbergen@gmail.com

SUMMARY OF QUALIFICATIONS

SOFT SKILLS

- 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

TECHNICAL SKILLS

- Trained with CPT and ICD-9 codes, IRB, HIPAA protocol and health insurance policies
 - Demonstrated ability 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
-

EDUCATION

2013-2016: B.S. Psychology – Developmental Psychology with Minor in Cognitive Science

University of California, San Diego

Overall GPA: 3.8 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

WORK EXPERIENCE

University of California, San Diego – San Diego, CA

June, 2014 – Present: Research Assistant – Infant Vision Lab

- Assisting lab coordinator in general responsibilities associated with maintaining communication within, as well as organization and maintenance of the lab, training incoming research assistants and assisting in multiple research projects simultaneously
- Involvement in research studies from conception to implementation. Included: recruiting and testing human subjects, data entry and organization, independently analyzing individual and large sets of data

March, 2014 – March, 2016: Associated Students Lecture Note-Taker

- Attending and documenting lectures, marketing of services to students, compiling notes in organized and cohesive fashion to be sold to students in aiding studying and learning of material
- Received positive feedback from many students and was rehired for each subsequent quarter

Pearson Education – Vista, CA

September, 2015 – January, 2016: Research Assistant (Contracted)

- Data collection at an Elementary afterschool program, proctoring pre and post assessment tests, assisting in children's learning and training of "brain training" application
- Recording and maintaining accurate data, troubleshooting technology, and 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
 - Maintained close working relationship with Veterinarians to handle cases and training incoming employees
-

VOLUNTEER & COMMUNITY SERVICE

2013 – 2014: Infant Vision Lab, University of California, San Diego

- Testing vision in infants, recruiting subjects, general lab duties

2013: National Heroic Imagination Project, in partnership with Psi Beta and Dr. Phillip Zimbardo

- Presenting workshops to high school students how to combat bystander apathy

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: DSPS (Disability Support Programs and Services), San Diego Mesa College

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