
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

Major GPA: 4.0

CAMPUS INVOLVEMENT

2014-Present Member

Psi Chi National Honor Society in Psychology

University of California, San Diego

2014-2015 Member

Honors Program – Department of Psychology

University of California, San Diego

2013 Athlete

Women's Badminton Team

San Diego Mesa College

2012-2013 Member

Honors Club

San Diego Mesa College

**2012-2013 Community Service Coordinator, Chapter Delegate
and Inter-Club Counsel Representative**

Psi Beta National Honor Society in Psychology

San Diego Mesa College

Responsibilities: Outreach and organization of community service activities, one of main contact and leaders of National Research and Heroic Imagination Projects for the chapter, responsible for representing club at weekly meetings with Inter-Club Council and keeping chapter informed of campus activities, main contact with national headquarters.

GRANTS, HONORS, AWARDS & SCHOLARSHIPS

- 2014-2015** Honors Courses- Psyc 110: Junior Honors Research Seminar, Psyc 111A: Advanced Statistics and Research Methods, Psyc 111B: Advanced Statistics and Research Methods, Psyc 194A, B, C: Two year program with year-long independent research project under the mentorship of a faculty advisor. Research culminated in a thesis and poster presentation in the final quarter.
- 2013 Spring** Awarded 3rd place in American Psychological Association Student Presentation Contest- [PT@CC](#)
- 2012-2013** Women's Badminton team awarded highest GPA at S.D. Mesa College
Dean's List 4.0 GPA- San Diego Community College District
Psi Beta awarded Club of the Year at S.D. Mesa College
- 2012 Fall** Honors Course- PSYC 166: Social Psychology
- 2012 Spring** Honors Book Club Scholarship Awardee- San Diego Mesa College
Honors Course- PSYC 211: Psychology/Learning
Honors Course- BLAS 140A: History U.S./Black Perspective
Dean's List 4.0 GPA- San Diego Community College District

RESEARCH EXPERIENCE

- 2014-2015** **University Research – Honors Thesis Project**
Bringing Purpose to Healthy Eating in Adolescents. Responsible for assisting in the development and editing of treatment stimuli, data collection, data entry and coding, and data analysis. Principle Investigator: Bryan, Christopher, Ph.D, University of California, San Diego
- 2014 Spring** **Group Honors Research Project**
Conceal or Reveal: Does Publicizing Goals Lead to Achievement?
Responsible for conceptualization and creation of methods, data collection, data analysis, literature review and assisted in project write-up. Supervisor: Professor Dan Klienman, Ph.D., University of California, San Diego
- 2013-2014** **University Research**
Effects of External Noise on Contrast Sensitivity for Intact and Scrambled Faces in Infants. Responsible for overseeing entire project from scheduling to testing subjects, analyzing individual data, data entry, organization of data, recording and tracking study changes, analyzing comprehensive data sets. Principle Investigator: Dobkins, Karen, Ph.D, University of California, San Diego
- 2013 Spring** **National Research Project**
International Situations Project. Responsible for data collection.
Supervisor: Professor Jaye Van Kirk, Past National Psi Beta President and current Advisor for Psi Beta, San Diego Mesa College.
- 2012 Fall** **Group Honors Research Project**
Normative and Informational Influence When Decision-Making in Groups.
Main author. Responsibilities included collecting and analyzing data and project write-up of literature review, abstract, background, and conclusion.
Supervisor: Professor Bourdages, Joline, M.A. San Diego Mesa College.

2012 Spring

Independent Honors Research Project

A Behavioral Approach to Conflict in Interpersonal Relationships: Using Positive Reinforcement and Extinction. Main Author and sole researcher. Responsible for entire project from concept to completion, including data collection, analysis, literature, and project write-up. Supervisor: Kanevsky, Inna. Ph.D., San Diego Mesa College.

PRESENTATIONS

Bergen, H., Chabot, A., Yeager, D., Bryan, C. (2015) *Bringing Purpose to Healthy Eating in Adolescence.* Poster presentation for the Psychology Honors Poster Session at University of California, San Diego

Dobkins, K., Blumenthal, E., McIntire, M., Bergen, H., Adiao, A. (2014) *Effects of External Noise on Contrast Sensitivity for Intact and Scrambled Faces in Infants.* Poster session at the Conference Research for the Arts, Social Sciences, and Humanities at University of California, San Diego

Bergen, H., Adiao, A. (2014) *Effects of External Noise on Contrast Sensitivity for Intact and Scrambled Faces in Infants.* Talk presentation at the Undergraduate Research Conference at University of California, San Diego

Bergen, H., Inukai, S., Jia, J., Liu, D. (2014) *Conceal or Reveal: Does Publicizing Goals Lead to Achievement?* Poster session for psychology honors program students at University of California, San Diego

Bergen, H., Monjaras, L., Dowd, M. (2013) *Normative and Informational Influence When Decision-Making in Groups.* Poster session at Honors Transfer Council of California at the University of California, Irvine.

Bergen, H., Monjaras, L., Dowd, M. (2013) *Normative and Informational Influence When Decision-Making in Groups.* Poster session at Western Psychological Association in Reno, NV.

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.

PROFESSIONAL AFFILIATIONS

2014-Present	Psi Chi National Honor Society in Psychology
2014-2015	Student Member of American Psychological Association
2012-Present	Student Member of Western Psychological Association
2012-Present	Psi Beta National Honor Society in Psychology for Community Colleges
2011-2013	San Diego Zoological Society

TRAINING

2016	Software Carpentry Workshop The Unix Shell - Files and directories, history and tab completion, pipes and redirection, looping over files, creating and running shell scripts, finding elements Programming in Python - Using libraries, working with arrays, reading and plotting data, creating and using functions, loops and conditionals, defensive programming, using Python from the command line Version Control with Git - Creating a repository, recording changes to files: add, commit, viewing changes, ignoring files, working on the web, resolving conflicts, open licenses, where and why to host work
2013	Collaborative Institutional Training Initiative (CITI) Completed training in Social & Behavioral Research and Social and Behavioral Responsible Conduct of Research, RCR

REFERENCES

Available upon request