

# HOLLY J. BERGEN

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## SUMMARY OF QUALIFICATIONS

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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

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**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

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## 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

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## 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.

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## REFERENCES

Available upon request