



# OMER ABDUL-HAMEED

Lewisville, TX 75067

omer.abdulhameed@gmail.com / 972-658-6410

## SUMMARY

Highly motivated Optometric Technician with 18 months of experience and expertise in vision testing. Known for exemplary workplace focus and administrative organization. Competent in use of Crystal PM, Epic, Allscripts and proficient in clerical writing and record keeping to meet practice goals. Detail-oriented Optometric Technician participating in quality assessment and improvement activities for quality eye care. Working knowledge of optometry operations to maximize personal efficiency. Strong collaboration with colleagues to achieve optimal patient care. Compassionate Patient Care Technician adept in managing heavy daily patient volume, including telephone triage, appointment scheduling and patient referral. Proficient in documentation and record maintenance. Dedicated to patient confidentiality. Specialized Contact Lens Technician who fits for orthokeratology lens, RGP lens, Hybrid and Sclerals lens. 80% success rate for teaching new patients contact lens insertion and removal. Calm and patient contact lens technician who spends quality time educating patients on contact lens insertion and removal techniques.

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## SKILLS

- Decision-making
  - Manual Lensometer proficient
  - Proficient in CrystalPM
  - Test preparation
  - Math skills assessments
  - Algebra concepts
  - Educational feedback
  - Inspiring communication
  - Concept explanation techniques
  - Reliable and trustworthy
  - Sterilization techniques
  - Case management
  - Instructions and cleaning procedures
  - Clinical training
  - Medical device products and services
  - Paperwork and charting
  - Accepted practice guidelines
  - Patient positioning understanding
  - Individualized treatment plans
  - Confidence building
  - Foundational knowledge
  - Online tutoring
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## EXPERIENCE

**Tutor** / Grade Potential Tutoring - Dallas, TX

*10/2016 - Current*

- Provided one-on-one and group tutoring instruction for over 3 students.
- Tutored freshmen in college-level math/science courses, coordinating tutoring hours with lab instructors and teachers.
- Assessed students for math anxiety disorders and provided the appropriate recommendations.
- Delivered effective math/science tutoring for students in grades 6th through 12th.
- Communicated with parents and students in a courteous and respectful manner to facilitate confidence and trust in the tutoring program.
- Monitored students' math skills using progress assessment tools.
- Communicated with parents about student progress in individual and group sessions using student feedback and assessments.
- Instructed student on math concepts in a fun and supportive manner to help kids learn.
- Instructed students with ADD and ADHD on attentive and detail orientation skills.

- Earned positive feedback from parents regarding classroom instruction and student learning success.
- Developed and maintained effective frameworks, standards and requirements.
- Observed and documented behaviors and actions.
- Traveled to students' homes and libraries to conduct tutoring sessions.
- Developed, administered and graded tests and quizzes in a timely manner.
- Provided feedback on individual actions, behaviors and verbal responses.
- Developed lesson plans to teach course materials according to schedule.
- Helped the company's business by having prospective client's sign up for hours.
- Helped the company by having current clients purchase more hours in order for me to tutor them long-term.
- Tutored AP level classes including AP Physics, AP Chemistry, AP Calculus AB and BC, AP Biology. Focused on test prep and have improved AP scores for various students.
- Improved students GPA's to an acceptable standard for colleges.
- Developed training materials, such as handouts, study materials and quizzes.
- Created immersive activities and utilized mobile technology(iPad) to enhance instruction.

#### **Paraoptometric Contact Lens Technician / PersonalEyes Vision Care - Flower M, TX**

09/2021 - 01/2023

- Taking Chief complaint, HPI, Medical history, ROS of patients.
- Performing the appropriate pretests and screening for each appointment type such as VA's, Autorefractor, Corneal topography, OCT and Fundus scans, Visual Field testing, IOPS, EOM, Stereo tests, and administering dilation drops or Cycloplegic refraction drops.
- Maintaining all equipment and setting up slit lamp and Phoropter with pt parameters before each exam.
- Creation of medical records and chart notes for referrals for co-managed patient care.
- Contact lens testing such as slit-lamp examination for axial rotation for toric soft lens compensation, over-refraction, eye dominance for the multifocal soft lens.
- Insurance filing for vision and medical visits, extracting the appropriate ICD-10 codes for each visit to correspond and bill for the correct CPT codes.
- Prescription verification for glasses and contacts.
- Contact lens sales and medically necessary contact lens billing/filing
- Teaches for insertion and removal of Soft contacts or Specialty lenses like Scleral, RGP, and Myopia management contact lenses.
- Manage patient contact lens trial ordering, scheduling, and following up to ensure prescription finalization.
- Manage Contact lens trial inventory
- Use of Lensometer to check glasses prescription for Single Vision and Progressives.
- Shipments and ordering of Contacts for patients
- Returning unused soft and hard contacts
- Liaison for contact lens reps.

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#### **EDUCATION AND TRAINING**

##### **Bachelor of Science: Biology**

05/2021

University of Texas Dallas - Dallas, TX

- Major in Biology B.S
- Premed track
- Completed coursework in General Chemistry, Organic Chemistry and Biochemistry. Biology 1 and 2.

##### **High School Diploma**

05/2016

Harmony Science Academy - Dallas, TX

- 4.4 GPA

- Top 3
  - A Honor Roll 2013-2016
  - Ranked in Top 10% of class
  - Math Olympiad co captain
  - Science Olympiad member
  - Honor Society member
  - Student Council member
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## ACCOMPLISHMENTS

- Worked with as many as 15 students each month.
  - Brought about GPA increases with 10+ students.
  - Improved scored by an average of one letter grade.
  - Earned multiple recommendations and referrals due to quality and service.
  - Revamped approach and included new materials and resources to improve effectiveness.
  - Tutored 6 students per week.
  - Propelled students to higher levels, typically over 600 on Math section of SAT.
  - Consistently maintained high customer satisfaction ratings.
  - Led team to achieve Gold status in contact lens sales, earning recognition from upper management and financial reward.
  - Improved delivery of contacts by restructuring order processes, realizing overall increase in customer satisfaction and cost efficiency.
  - Exceeded sales goals by an average of 25% in 6 months
  - Promoted from basic tech to head technician and in charge of the contact lens department, in less than 12-months
  - Gained special certifications in orthokeratology software and special training on Topcon screening machines.
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## ACTIVITIES AND HONORS

- Member of Molding Doctors
- Member of HOSA( Health Occupations Students of America)
- Member of AMC( American Math Competition)
- Member of the Math and Science Olympiad
- Member, Alumni Association