

# TIFFANY KRISTEN

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## EDUCATION

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**COLUMBIA ENGINEERING**, New York, NY

UX/UI Boot Camp, Certificate (Current-June 2024)

**UNIVERSITY OF CALIFORNIA, SANTA BARBARA**, Goleta, CA

Bachelor's of Sociology (BBA), Honors: summa cum laude (**GPA: 4.0**)

## EXPERIENCE

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### IQ LASER VISION

**Administrative Assistant**

05/2022 to 03/2023

- Served as the primary point of contact for patients, staff, and external vendors regarding appointments, inquiries, and general information
- Acted as a liaison between patients, clinical staff, and management, ensuring effective communication and maintaining trust and support within the organization
- Scheduled patient consultations, preparing patient charts, coordinated surgical schedules, and ensuring proper documentation of pre-operative assessments and post-operative care instructions

**Ophthalmic Technician**

05/2022 to 03/2023

- Interviewed and documented patient history of present illness, past medical and surgical history, and medications
- Built rapport and educated patients and families on surgery details, complications, and after-care
- Assisted ODs in treating patients with various conditions while administering visual eye tests, eye drops for dilation, tonometry, fluorescein angiography gdx, refraction, PRK, LASEK, Visian EVO ICL, Intacts, Pterygium, LRI

**Patient Experience Liaison**

11/2022 to 03/2023

- Connected with patients post-procedure assessing and initiating patient or family concern reports and developed plans to address needs
- Collected data concerning patient care issues and analyzed trends to report information to appropriate departments

### KAHALA BIOSCIENCES INC

**Healthcare Provider | Admin**

03/2022 to 09/2022

- Conducted COVID-19 tests: collect PCR nasal, oral samples, fingerpick samples for rapid antibody testing

### RETINA EYE SPECIALISTS

**Administrative Assistant**

09/2021 to 05/2022

- Served as a central point of contact for both internal staff and external clients, managing communication channels
- Organized meetings, prepared materials, managed calendars to ensure the smooth operation of day-to-day activities
- Managed schedules for patient consultations, prepared patient charts, coordinated surgical schedules for doctor

**Ophthalmic Technician**

09/2021 to 05/2022

- Interviewed and documented patient history of present illness, past medical and surgical history, medications, and eye vital signs in the electronic medical record
- Obtained visual acuity, eye pressures, color charts, glucose checks, blood pressure, optical coherence tomography, fundus photograph, fluorescein angiography, ICG angiography
- Assisted in medical billing, scheduled surgeries, and worked with various electronic medical records

### AUTISM LEARNING PARTNERS

**Behavioral Therapist**

10/2019 to 10/2020

- Completed Behavior Skills Training (BSTs) and completed Relias Modules for over 20+ hours on Applied Behavior Analysis (ABA) Therapy: **GPA 4.0**
- Worked directly under Board Certified Behavior Analysts to utilize crisis training, collecting data, charting findings, and updating intervention/treatment plans

### LOZANO LAW CENTER., INC

**Legal Assistant Intern**

06/2018 to 09/2018

- Assembled and organized data on programs as background intel for meetings, hearings, briefings, court calendars and reports
- Coordinated subpoena services and other day-to-day support activities for legal office and made adjustments through MyLegalSoft application

## SKILLS & INTERESTS

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EyeMD, NexTech, MD Prospects; reading Dr. Joe Dispenza books, teaching, making Spotify playlists, dancing, competitive shooting