

CHARLOTTE HARRIS

Optician Assistant

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PROFESSIONAL SUMMARY

Compassionate Optician Assistant with 5 years of experience in optical care and patient support. Expertise in assisting with eye exams, managing inventory, and ensuring patient satisfaction through attentive service. Committed to fostering positive relationships and enhancing the overall patient experience within a collaborative optical environment.

WORK EXPERIENCE

Optician Assistant

Quantum Solutions LLC

📅 Apr / 2021-Ongoing

📍 Phoenix, AZ

1. Assisted patients in selecting, fitting, and ordering eyewear tailored to their needs.
2. Managed insurance claims and educated patients on contact lens usage.
3. Conducted preliminary tests such as eye pressures and auto-refractions to facilitate eye examinations.
4. Adapted quickly to various roles within the optical store, showcasing versatility and dedication.
5. Maintained optimal customer flow and ensured efficient operations in the store.
6. Guided patients in selecting appropriate eyewear coatings for enhanced vision protection.
7. Ensured compliance with company policies to minimize operational discrepancies.

Optician Assistant

Crescent Moon Design

📅 Apr / 2020-Apr / 2021

📍 Portland, OR

1. Checked in and out patients, efficiently scheduling appointments and managing patient flow.
2. Verified insurance details and facilitated optical sales for optimal customer service.
3. Assisted optometrists by preparing patients for examinations and procedures.
4. Handled cash transactions and maintained accurate records of payments.
5. Performed frame fittings and managed lens stock, ensuring timely orders.

EDUCATION

Associate of Applied Science in Opticianry

Community College of Rhode Island

📅 Apr / 2019-Apr / 2020

📍 Phoenix, AZ

Completed coursework in optics, patient care, and optical dispensing.

SKILLS

Optical Software Proficiency

Patient Communication

Optical Measurements

Frame Design Assistance

ACHIEVEMENTS

- 🌟 Increased patient satisfaction scores by 15% through personalized service.
- 🌟 Streamlined inventory processes, reducing shortages by 20%.