

PATRICIA J. CORLEY

130 St. Vital Road
Winnipeg, Manitoba R2M 1Z9

(204) 256-4647 (Res.)
patriciac951@gmail.com

Job Objective: Optician Contact Lens Fitter Position

HIGHLIGHTS OF QUALIFICATIONS

- ◆ 13 years of work experience in the optical field
 - ◆ Licensed Optician and Certified Contact Lens Fitter
 - ◆ Motivate, trained and supervised apprentices in Ophthalmic Dispensing and Contact Lens
 - ◆ Increased sales productivity by 30%
 - ◆ Observed, assessed and evaluated staff customer service, inventory control, cash transaction and daily balancing
 - ◆ Excellent communication and interpersonal skills; ability to handle customers with tact and diplomacy
-

RELEVANT EXPERIENCE

Ophthalmic and Contact Lens Technical Skills

- Maintained accurate records on clients' eyeglasses and contact lens history of orders
- Implemented a training program for contact lens which was used with clients to ensure they were using their contact lenses to their optimum use
- Determined issues with clients' glasses and resolved them through adjusting or repairing
- Operated Waco Edger and tinted lenses which were mounted; ensured the finished job met FDA standards
- Upgraded skills through attending the accreditation hours through Optician's of Manitoba

Management Skills

- Supervised a staff of two full-time and four part-time and acted as direct liaison with the doctor
- Conducted interviews and hired exceptional staff
- Listened, observed and gathered information to resolve clients issues and maintained the employers policies and objectives

Marketing Skills

- Built, maintained and increased store client base by implementing customer service guidelines
- Conducted a feasibility study and delegated job tasks that suited client and staff interests, which increased sales productivity by 30%
- Drafted effective suggestions for marketing tools that were implemented and increased the store productivity by 40%
- Persuaded clients to purchase upgrade in lenses and glasses without losing credibility

Customer Service / Communication Skills

- Excellent communication skills with people of varied backgrounds
- Prioritized customers orders in order to “under promise and over deliver”
- Communicated with clients, ensuring shipment had been received intact and on time
- Provided strong professional ethics in the belief that “the customer comes first regardless of working class”
- Mediated for the owner when hands-on training or productivity issues needed to be addressed
- Translated in sign language to a customer to facilitate mutual understanding

WORK HISTORY

License of Record Managing Optician	Aramco Optical - Zellers Vision Center	2003-2009
License of Record Managing Optician	US Vision - Zellers Vision Center	2000-2003
Apprenticeship Contact Lens Fitter	US Vision - The Bay Optical	2000
License of Record Managing Optician and Apprentice Contact Lens	City Vision Opticians	1999-2000

EDUCATION / TRAINING

Employment Assistance Resource Services	Winnipeg Transition Centre	2010
American Levels I, II and III Sign Language	Manitoba Deaf Centre	2001
Certificate Contact Lens	NAIT College/RRC Lecture	2001
Certificate Ophthalmic Dispensing	NAIT College/RRC Lecture	1999

VOLUNTEER ACTIVITIES

Currently assisting with the U13 Boys soccer team
 Coordinated recreational programs at Grant Park/Harrow Community Club
 Assisted with crisis intervention and rehabilitation of people aged 5-77
 Offered empowerment and guidance in holistic living for seniors