

# Megan Merley

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I am an adaptable and intelligent college grad with a BFA in writing from University of Evansville. I have excellent verbal and written communication skills and an extensive background in sales and customer service. I have spent the last 10 years in the medical field and am looking to relocate.

Willing to relocate: Anywhere

## Work Experience

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### **Dispensing Optician**

Sure Focus Family Eye Care - West Lafayette, IN

September 2017 to Present

Ordering, dispensing, and adjusting prescription and non-prescription eyewear; scheduling appointments; troubleshooting and customer relations; purchasing and merchandising frame inventory.

### **Dispensing Optician**

Evans, Piggott, and Finney Eyecare - Lafayette, IN

February 2015 to September 2017

Patient-focused customer care representative at a growing Vision Source practice. Primary duties are helping patients select eyewear, educating them on lens options, and processing insurance. Additional duties are dispenses, adjustments, and lasing with frame representatives to control inventory.

### **Inventory Control Specialist**

Family Christian Stores, INC - Lafayette, IN

April 2012 to January 2016

Sees that inventory at a major retail chain is kept current and orderly. Checking in and processing freight are primary job functions, but other skills include adapting price changes and ordering special merchandise as well as general customer service abilities. Sales metrics are also met on a daily basis, and special sales and philanthropic events are supported.

### **Optician**

C&B Optical One - Lafayette, IN

April 2013 to January 2015

Duties include all areas of ophthalmic dispensing, including assisting patients in selection of eyewear, educating them of lens materials and options, taking measurements, and ordering prescriptions. Other duties including various office and clerical tasks, i.e., filing, booking appointments, answering and transferring calls, and verifying insurance coverage.

### **Lead Cashier**

Viking Foods Grocery, INC - Akron, IN

October 2010 to May 2012

Primary focus of position was customer service. I was also in control of lower-level human resources issues, including mediating employee disputes and scheduling breaks. Other duties included inventory stock and replenishment, checking fixtures for safety standards, and counting drawers for deposit.

### **Paraprofessional, Special Needs Program**

Tippecanoe Valley School Corporation - Akron, IN  
September 2010 to June 2011

Assisted special education students with in-class activities and assignments. Duties included adjusting curriculum to suit each individual child's needs, one-on-one tutoring, and designing group lesson plans.

### **Staff Writer**

UE Crescent Magazine - Evansville, IN  
September 2009 to May 2010

Position in which my creative ability was forefront; primary duties were drafting and editing copy for publication, as well as scheduling and conducting interviews and assisting other staff members with content and layout.

#### Special Abilities and Achievements

- Participated in Essilor Experts CE program, March 2017
- With no prior medical experience, I was promoted from front desk/administrative professional to lead optician at C&B within five months of my hiring date.
- I am a published author; I released my first book when I was a freshman in college, and have had poetry featured in UE Crescent Magazine, The Ohio River Review, and other small publications throughout the Midwest.
- In my spare time, I do illustrative work and artwork on commission.

## Education

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### **Bachelor of Fine Arts**

University of Evansville's Creative Writing program

## Skills

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- Intake
- Medical scheduling
- HIPAA
- Medical terminology
- Creative Writing
- Insurance Verification
- Special Education
- Purchasing
- Medical Coding

- Writing Skills
- Sales