

# Natalie Morrison

*Licensed Dispensing Optician*

<b>Phone:</b>	(206) 555-0147
<b>Address:</b>	Seattle, WA 98101
<b>Website:</b>	<a href="https://nataliemorrison.com">https://nataliemorrison.com</a>
<b>Email:</b>	natalie.morrison@email.com

- Licensed Dispensing Optician with 6 years of progressive experience in high-volume retail optical and boutique practice settings, specializing in complex progressive lens fittings and precision frame adjustments
- ABO and NCLE certified with proven expertise in interpreting prescriptions up to +/- 8.00D, performing accurate facial measurements within 0.12D tolerance, and achieving 87% premium lens attachment rate through patient-centered education
- Proficient with Officemate and RevolutionEHR practice management systems, VSP and EyeMed insurance processing, and Briot lens edging equipment with demonstrated ability to maintain sub-3% remake rate
- Skilled in consultative frame styling, contact lens patient education, and managing complex progressive adaptation cases with strong track record of positive patient outcomes and satisfaction ratings above 95%

## PROFESSIONAL EXPERIENCE

### Cascade Vision Boutique

*March 2021 – Present*

#### Senior Dispensing Optician

- Perform comprehensive eyewear fittings and adjustments for 25-30 patients daily in upscale boutique environment, specializing in premium progressive lenses, high-index materials, and luxury European frame lines including Lindberg, ic! berlin, and Oliver Peoples
- Conduct precise optical measurements using pupilometer and corneal reflex technique for PD, seg heights, vertex distance, and pantoscopic tilt; operate manual and auto-lensometers to verify prescription accuracy within 0.12D tolerance
- Achieved 87% attachment rate for premium anti-reflective coatings and blue-light filtering options through detailed patient education on visual benefits for digital eye strain, night driving, and outdoor activities
- Successfully fit and adapted 200+ patients to progressive lenses annually with 97% first-time acceptance rate by implementing thorough lifestyle assessment and wearing expectation counseling protocols
- Manage complex prescriptions including high myopia/hyperopia (+/- 6.00D and above), significant astigmatism, prism corrections, and anisometropia cases requiring specialized lens design and fitting considerations
- Process vision insurance verification and benefits explanation for VSP, EyeMed, and Davis Vision plans; maintain 98% clean claim submission rate through accurate coding and documentation
- Train and mentor two junior opticians on frame adjustment techniques, progressive lens fitting protocols, and luxury product knowledge; developed standardized training materials now used practice-wide

### LensCrafters

*June 2018 – March 2021*

#### Dispensing Optician

- Fitted and dispensed eyeglasses for 40-50 patients daily in high-volume retail environment, consistently meeting efficiency targets while maintaining quality standards and patient satisfaction above 94%
- Operated Briot Accura CX edging system to cut, edge, and mount lenses for single vision, bifocal, and progressive prescriptions; performed quality control verification ensuring optical centers within 1mm tolerance
- Utilized Officemate practice management software for patient records, order processing, inventory management, and insurance claims; became team resource for troubleshooting system issues and training new staff

- Achieved top 15% ranking among 45-person district optical team for lens upgrade sales through consultative approach emphasizing visual lifestyle needs rather than transactional selling
- Processed average of 30 insurance claims daily across multiple vision plans; resolved coverage discrepancies and explained out-of-pocket costs to patients with clarity that reduced billing complaints by 40%
- Performed frame repairs and adjustments including temple replacements, nose pad installations, screw tightening, and heat adjustments using specialized optical tools and equipment
- Collaborated with optometrists to clarify prescription questions, address patient adaptation concerns, and recommend appropriate lens solutions for challenging visual requirements

## Northwest Eye Care Associates

*January 2017 – June 2018*

### Apprentice Optician

- Completed 2,200-hour Washington State-approved apprenticeship program under supervision of licensed opticians and optometrists in medical practice setting serving 150+ patients daily
- Learned and practiced prescription interpretation, facial measurements, frame selection and styling, lens verification, basic frame adjustments, and contact lens ordering procedures
- Assisted patients with frame selection considering prescription requirements, facial features, lifestyle needs, and budget parameters; developed strong foundation in matching frame sizes to PD measurements
- Gained exposure to specialty optical applications including post-cataract surgery eyewear, low vision aids, occupational safety glasses, and pediatric frame fitting techniques
- Trained on insurance verification processes, medical coding basics, and distinction between vision coverage and medical eye care billing in ophthalmology practice context

## EDUCATION & CERTIFICATIONS

### American Board of Opticianry (ABO)

*Certified: July 2018 | Expires: July 2025*

#### ABO Certification

License #: ABO847293

### National Contact Lens Examiners (NCLE)

*Certified: September 2018 | Expires: September 2025*

#### NCLE Certification

License #: NCLE394857

### Washington State

*Issued: August 2018 | Expires: August 2025*

#### Licensed Dispensing Optician

License #: DO-8834

### Seattle Central College

*Graduated: May 2017*

#### Associate of Applied Science in Opticianry

Relevant Coursework: Optical Theory, Ophthalmic Dispensing, Contact Lens Fitting, Optical Mathematics, Anatomy and Physiology of the Eye, Ophthalmic Lens Design, Practice Management

### Continuing Education

*2021-2023*

#### Professional Development

- Advanced Progressive Lens Design and Troubleshooting – Varilux University (2023)
- Digital Eye Strain Management and Blue Light Technology – Vision Expo West (2023)
- Scleral Contact Lens Fitting Workshop – Pacific University College of Optometry (2022)
- Luxury Eyewear Product Knowledge Certification – Lindberg Academy (2021)

## SKILLS

### Technical Optical Skills

- Prescription Interpretation (Single Vision, Bifocal, Trifocal, Progressive/PAL)
- Precision Facial Measurements (PD, Seg Height, Vertex Distance, Pantoscopic Tilt, Wrap Angle)
- Manual and Auto-Lensometry
- Frame Adjustment and Repair (Heat Forming, Temple Adjustment, Nose Pad Fitting)
- Progressive Lens Fitting and Adaptation Support
- High Prescription Dispensing (+/- 6.00D and Above)
- Prism Prescription Verification
- Contact Lens Patient Education (Insertion, Removal, Care Protocols)

### Equipment and Software Proficiencies

- Practice Management Systems: Officemate, RevolutionEHR, Eyefinity
- Lens Edging Systems: Briot Accura CX, Essilor Kappa
- Optical Measurement Tools: Pupilometer, Manual/Auto-Lensometer, Frame Tracer
- Digital Dispensing Technology: Visioffice Digital Measurement System
- Insurance Platforms: VSP, EyeMed, Davis Vision, Spectera

### Product Knowledge

- Lens Materials: CR-39, Polycarbonate, Trivex, High-Index (1.67, 1.74)
- Lens Treatments: Anti-Reflective Coatings (Crizal, Zeiss DuraVision), Photochromic (Transitions), Blue-Light Filtering, Scratch Resistance
- Premium Lens Brands: Varilux, Shamir, Hoya, Zeiss Progressive Designs
- Luxury Frame Lines: Lindberg, ic! berlin, Oliver Peoples, Cartier, Silhouette
- Specialty Eyewear: Sports Performance, Pediatric Frames, Safety Eyewear, Low Vision Aids

### Patient Care and Communication

- Patient Education on Lens Options and Coatings
- Progressive Lens Adaptation Counseling
- Frame Styling Consultation Based on Facial Features and Lifestyle
- Vision Insurance Benefits Explanation and Cost Transparency
- Prescription Clarification with Optometrists and Ophthalmologists
- Pediatric Patient and Parent Communication
- Post-Surgical Eyewear Consultation

### Regulatory and Compliance Knowledge

- HIPAA Patient Privacy Compliance
- FDA Medical Device Regulations for Eyewear
- OSHA Safety Protocols for Optical Lab Equipment
- State Optician Licensing Requirements and Continuing Education
- Vision Insurance vs. Medical Eye Care Coverage Distinctions

## PROFESSIONAL RECOGNITION

### Patient Excellence Award

#### Cascade Vision Boutique

Recognized for achieving 96% patient satisfaction rating across 800+ patient interactions; received specific commendation for progressive lens adaptation success rate and luxury product consultation approach

2023

---

## **Top Performer Recognition**

*Q4 2020*

### **LensCrafters District Achievement**

Ranked in top 15% of 45-person district for premium lens attachment rate while maintaining above-average patient satisfaction scores and below-average remake rates

---

## **ABO Examination Achievement**

*2018*

### **American Board of Opticianry**

Scored in top 12% nationally on certification examination; demonstrated exceptional competency in optical theory and practical dispensing applications

---

## **Outstanding Clinical Performance Award**

*2017*

### **Seattle Central College Opticianry Program**

Graduated with 3.8 GPA; received departmental recognition for superior clinical skills demonstration and patient interaction competency during practicum rotations