

MADALINA PETRE

OPTICAL ASSISTANT

CONTACT

07445758162
maddiepetre@gmail.com
www.glassestips.com
25 Beckgrove Close

SKILLS

Observation
Decision making
Communication
Multi-tasking

EDUCATION

Tehnician Optometrist

Polytechnic University Bucharest

2012-2015

Spiru Haret College of Optometry

2015-2017

Certificate in Optical Instruments

LANGUAGES

English

Romanian

PROFILE

A professional optician who is experienced in customer relations, comfortable with international and multicultural environments with over eight years of experience in the industry.

A confident communicator with a friendly and positive manner who had superior performance repeatedly recognized through challenging assignments. Able to supervise teams and to coach newly qualified optical assistants in line with the current industry standards and with in-house sales targets. Committed to professional development and to providing first-class customer care.

WORK EXPERIENCE

Optical Assistant

Specsavers Homes Visits

2022-2023

- Interpret optical prescription written by optometrist and ophthalmologists.
- Advise customers regarding eyeglasses -take frame and facial measurements to ensure correct fit and positions.
- Listening to patients, and giving good clear advice, explaining suitable products & offers whilst understanding NHS procedures & applying our own high standards.
- Dispensing of lenses (single vision / bi-focal & varifocal)
- Carrying out pre-screening examinations & working alongside the wider team in day to day running of clinics
- Take measurements and support patients with collections, ensuring fit, comfort & accuracy of frames are checked thoroughly.
- Maintain delivery of excellent customer service at all times, playing a valuable part of a customer journey & successful retail team.
- Understand and apply NHS practices and procedures.
- Work to Specsavers Customer Service Standards, communicating effectively with all customers throughout the customer journey.
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Optical Assistant/Receptionist

Julien Davies Opticians

2020-2022

- In charge of coordinating and implementing an effective customer care strategy across five optical clinics.
- developed a new in-house training scheme and mentored newly qualified optical assistants.
- responsible for ordering new supplies and for weekly stock control -prescribe, supply, fit and adjust eyeglasses and contact lenses.
- analyze test results and make plans for treatments -welcome and advise clients for frames and lenses suitable for their needs and fit.
- repairs frames and lenses, adjust glasses.
- visual field tests.
- dealing with all requirements pf patients on the phone.
- making phone appointments.

MADALINA PETRE

OPTICAL ASSISTANT

CONTACT



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www.glasses.tips.com



25 Beckgrove Close

- 2020 £200.000 TARGET IN SALES OF GLASSES AND LENSES IN ONE SEMESTER
- 2022 PARTICIPATION ON MULTIFOCAL LENSES RESEARCH CONFERENCES

REFERENCES

Julien Davies



123-456-7890



hello@julien,davies.com

Specsavers



123-456-7890



homevisits.specsavers.com

WORK EXPERIENCE

Technician Optometrist

Optinova Bucharest

2016-2020

- detection of ocular defects
- evaluation of interventions and service delivery, particularly focusing on development of patient
- examine patient 's eyes and visual system in order to diagnose problems or impairments -prescribe corrective lenses and provided treatment.
- prescribe therapeutic drugs to treat specific eye conditions.
- determine visual acuity and perception.
- diagnose diseases and treat glaucoma and color blindness.
- educate and counsel patients on contact lenses care and visual hygiene.
- use new technologic tools like tonometer, phoropter, retinoscope, autorefractor, retinal camera, ophthalmoscope.

Tech. Optometrist Assistant

Optiroma Clinic Bucharest

2014-20216

- Explore customer needs thoroughly, and approach customers to offer assistance.
- Good knowledge of company's products, especially single vision lens types and treatments
- Understand visual perception and basic visual defects.
- Analyse prescriptions accurately and dispense single vision lenses accordingly.
- Ensure collections are conducted in a professional manner ensuring fit, comfort and visual acuities are checked accurately.
- Book and change customer appointments on the in-store computer system
- Operate the till effectively and accurately.
- Work to Company Customer Service Standards, communicating effectively with all customers throughout the customer journey.
- Actively seek to improve your own skills and product knowledge.
- Participate in creating a positive team spirit within the store, by actively seeking to improve your own knowledge and skills and participating in all training sessions.