



Aryssa Bocca

Optical Assistant

Dedicated Optical Assistant with 1 year of experience providing exceptional customer service and support in fast-paced optometry practices. Skilled in assisting optometrists with eye exams, helping patients select appropriate eyewear, and managing inventory. Strong communication and multitasking abilities, with a keen eye for detail and commitment to patient satisfaction.

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USA

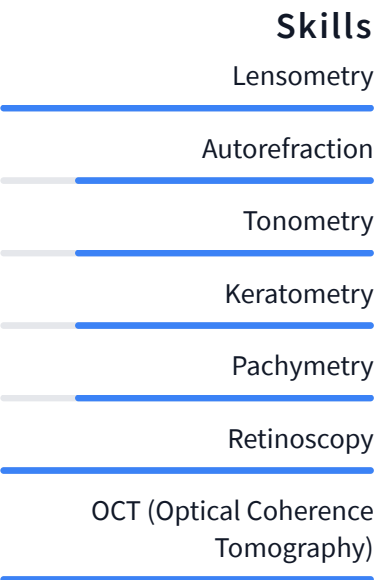
Education

Diploma in Optical Assistant and Dispensing at North Dakota State College of Science, Wahpeton, ND
Sep 2018 - May 2022

Relevant Coursework: Optical Principles and Practices, Lensometry, Frame and Lens Selection, Ophthalmic Dispensing, Contact Lens Fitting, Visual Field Testing, and Optical Retail Management.

Links

[linkedin.com/in/aryssabocca](https://www.linkedin.com/in/aryssabocca)



Languages

Employment History

Optical Assistant at Walmart Vision Center, ND

May 2023 - Present

- Increased overall customer satisfaction rate by 25% within the first year of employment by providing exceptional service, addressing individual needs, and resolving issues promptly at the Walmart Vision Center, ND.
- Successfully exceeded monthly sales targets by an average of 15% for six consecutive months by implementing effective upselling techniques and ensuring a deep understanding of the products and services offered at the Walmart Vision Center, ND.
- Streamlined appointment scheduling process, reducing patient wait times by 30% and increasing daily appointment capacity by 20%, resulting in higher efficiency and improved customer experience at the Walmart Vision Center, ND.

Optical Assistant Trainee at Pearle Vision, ND

Sep 2022 - Apr 2023

- Successfully assisted 50+ customers daily in selecting appropriate eyewear, resulting in a 20% increase in sales over a six-month period at Pearle Vision, ND.
- Conducted 200+ comprehensive pre-testing procedures for patients, leading to a 15% improvement in appointment efficiency and a higher patient satisfaction rate.
- Trained and mentored three new Optical Assistant Trainees, helping them achieve full competence in their roles within two months, reducing training time by 30%.
- Streamlined inventory management by implementing a new tracking system, which led to a 25% reduction in stock discrepancies and a 10% decrease in order processing times.

Certificates

Certified Paraoptometric (CPO)

Dec 2021

American Board of Opticianry Certified Optician (ABO)

Apr 2020

Memberships