

Patience Zimnoch

Optical Manager

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EDUCATION

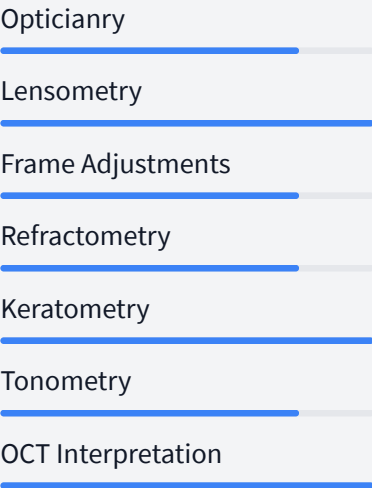
Associate of Applied Science in Optical Management at Miami Dade College, Miami, FL

Aug 2016 - May 2021
Relevant Coursework: Optical Theory and Principles, Ophthalmic Dispensing, Optical Lens and Materials, Contact Lens Fitting, Optical Lab Techniques, Optical Business Management, Optical Sales and Marketing, and Patient Care and Customer Service.

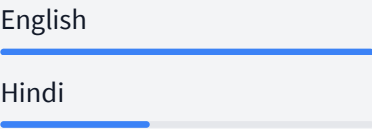
LINKS

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

SKILLS



LANGUAGES



HOBBIES

PROFILE

A diligent Optical Manager with 2 years of experience in overseeing daily operations of optical practices, effectively managing sales, and providing exceptional customer service. Proficient in staff supervision, inventory management, and maximizing practice profitability. Adept at fostering strong relationships with patients and ensuring optimal eye care solutions.

EMPLOYMENT HISTORY

● Optical Manager at National Vision, Inc., FL

Apr 2023 - Present

- Increased monthly average sales by 20% in the first year, resulting in an additional \$50,000 in annual revenue for the store.
- Streamlined the inventory management process, reducing stock discrepancies by 15% and improving the accuracy of ordering and stocking optical products.
- Implemented a new training program for optical staff, which reduced onboarding time by 25% and increased employee retention by 10%.
- Led a team of 8 optical technicians to achieve a 98% customer satisfaction rate, the highest in the Florida region.

● Assistant Optical Manager at Luxottica Group, FL

Aug 2021 - Feb 2023

- Successfully increased sales revenue by 20% in one year through targeted marketing initiatives and exceptional customer service, contributing to Luxottica Group's overall growth in the Florida region.
- Effectively managed a team of 10 employees, reducing staff turnover by 15% and improving employee satisfaction ratings by 25% in annual surveys, resulting in a more cohesive and productive work environment.
- Implemented new inventory management system that reduced stock discrepancies by 30% and improved efficiency in daily operations, leading to a 10% reduction in overhead costs for the store.
- Spearheaded a customer loyalty program that attracted over 1,000 new members within the first six months, driving a 12% increase in repeat business and enhancing overall customer satisfaction.

CERTIFICATES

1. American Board of Opticianry (ABO) Certification

Dec 2021

2. National Contact Lens Examiners (NCLE) Certification

Apr 2020

MEMBERSHIPS

American Board of Opticianry (ABO)

National Contact Lens Examiners (NCLE)