

NICHOL FICKETT

Optician

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(869) 706-8254

123 Maple Street, Kansas City, MO 64101



PROFILE

Dedicated Optician with 2 years of experience providing exceptional optical care and customer service. Proficient in conducting comprehensive eye examinations, assisting with lens selection, and fitting eyewear. Demonstrated ability to build strong relationships with patients, ensuring seamless communication and education on eye health. Adept at managing inventory, maintaining up-to-date knowledge of industry trends, and adapting to new technologies in eye care. Committed to helping patients achieve optimal vision while ensuring a positive optical experience.

LINKS

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

SKILLS

Refraction

Lensometry

Keratometry

Tonometry

Pupillometry

Topography

OCT (Optical Coherence Tomography)

LANGUAGES

English

Dutch

EMPLOYMENT HISTORY

● Licensed Optician at Clarkson Eyecare, MO

Apr 2023 - Present

- Successfully increased sales revenue by 25% over a 12-month period, surpassing company targets and contributing to Clarkson Eyecare's overall growth in the Missouri market.
- Managed a team of 6 opticians and support staff, improving customer satisfaction ratings by 20% through the implementation of new training programs and streamlined processes.
- Played a key role in expanding the client base by 15% through targeted marketing initiatives and community outreach efforts, resulting in a higher number of loyal repeat customers.
- Collaborated with management to implement a new inventory management system, reducing product waste by 30% and optimizing stock levels to better meet customer demands.

● Apprentice Optician at BJC Vision Center, MO

Aug 2021 - Mar 2023

- Successfully assisted in increasing overall customer satisfaction rate by 20% within the first year of employment, through exceptional customer service and personalized eyewear recommendations based on individual needs and preferences.
- Effectively managed and organized an inventory of over 2,000 eyeglass frames and contact lenses, resulting in a 15% reduction in misplaced or lost items and a more efficient system for locating specific products for customers.
- Contributed to a 10% increase in sales over a six-month period by actively engaging with customers, identifying their needs, and recommending appropriate eyewear solutions, while also upselling additional products and services when appropriate.

EDUCATION

Associate of Applied Science in Opticianry at St. Louis Community College, MO

Aug 2016 - May 2021

Relevant Coursework: Optical Principles and Practices, Ophthalmic Dispensing, Contact Lens Theory, Optical Laboratory Techniques, Ophthalmic Business Management, and Clinical Opticianry.

CERTIFICATES

American Board of Opticianry (ABO) Certification

Jun 2022

National Contact Lens Examiners (NCLE) Certification

Jun 2021