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|  |  | Amber Gray  Bachelor of Science (B.S.) in Health Sciences Contact PHONE:  +1 863-253-3910  WEBSITE:  <https://www.linkedin.com/in/amber-gray-288b4393/>  EMAIL:  [amber\_gray93@outlook.com](mailto:amber_gray93@outlook.com) |

### Profile

I draw from a combination of bilingual workplace communication, personal experience, and academic study of applied linguistics, pedagogy, and human development.

My bilingual ability demonstrates facility with language as well as personal experience with learning and practicing another language. I believe this instills a better understanding of how my students may think or feel during their language learning experience. This prepares me to impart a sense of empathy when mistakes or frustration with learning a language may present itself.

Through my patient interaction in the health and medical field, I bring a sense of warmth that instills a calming and nurturing atmosphere. This includes meeting with children and their parents or guardians after their visit to the pediatric emergency room at Advent Health Tampa, or workups for pediatric patients at Dr. Meyer's optometry office.

In my family, I helped care for three younger siblings and a cousin throughout my childhood and adolescence, and I helped care extensively for my niece and nephew, whom I love dearly and make me proud to be an aunt. Overall, I am described as being very kind and compassionate, as well as pleasant, intelligent, and adorable.

## EDUCATION

University of South Florida

Master of Science - MS, Pharmaceutical Nanotechnology · (2021 - 2022)

University of South Florida College of Arts and Sciences

Bachelor's degree, Health Services/Allied Health/Health Sciences,

General · (2018 - 2020)

Hillsborough Community College

Associate of Arts (A.A.), Liberal Arts and Sciences, General Studies and Humanities · (2012 - 2015)

## WORK EXPERIENCE

Prado Vision Optical & Lasik Centers

Ophthalmic Diagnostic Technician

November 2022 - November 2023 (1 year 1 month)

Operate ophthalmic equipment for diagnostic testing of the human eyes, including OCT, A-scans, VF, and AR/K. Additionally, I facilitate efficiency of the clinical practice through amicable interaction and effective communication with patients, doctors, and staff.

Aetna, a CVS Health Company

Customer Service Representative

September 2021 - July 2023 (1 year 11 months)

I work from home as a Customer Service Representative for Aetna Medicare, and assist members and providers in Dental and DSNP Customer Service. I am committed to exceptional service and reflecting our company values through my interaction with our members and answering their questions.

SGN Nanopharma Inc

Research And Development Intern

August 2022 - December 2022 (5 months)

John L Meyers & Associates- Lenscrafters

Optometric Technician

November 2020 - February 2021 (4 months)

Resilience, Inc. - Social Emotional Learning Programs

Audio Visual Manager

December 2019 - June 2020 (7 months)

ScribeAmerica

Care Navigator

December 2018 - June 2019 (7 months)

Assist patients in getting the follow-up care they need after their emergency department visits at AdventHealth Tampa.

Music and Arts

Senior Retail Associate

September 2017 - June 2018 (10 months)

Tampa/St. Petersburg, Florida Area

Music and Arts specializes in instrument rentals and repairs for band and orchestra, as well as music lessons for all ages and levels of experience. At Music and Arts, we strive to help all musicians cultivate their talent and passion through great service, as well as top quality instruction and product selection.

Machulin Marketing

Bilingual Customer Service Representative

June 2017 - August 2017 (3 months)

Tampa/St. Petersburg, Florida Area

Representing a $10 million contract with Sprint; generate hundreds of dollars in company revenue each week through outside sales and an excellent training program. Dealing extensively in face-to-face customer service and data entry, as well as gaining valuable business experience and network opportunities. Strong bilingual skills are also developed with this agency.