

Bridget MacCormack

Manager

Accomplished Assistant Manager with in-depth experience consistently rising through ranks. Well-versed in sales, personnel management, accounting and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service. Proficient eye care professional experienced in taking facial measurements, discussing lenses and submitting accurate work orders. Multitasks effectively to handle different needs of multiple clients with speed and accuracy. Excellent communication and conflict resolution skills. Compassionate, creative and effective Teacher with valuable experience in classroom administration, professional development and project planning. Equipped with extensive background in versatile education environments. Student-centric instructor, academic facilitator and motivational coach. Competent at performing independently or as member of teaching team. Well-versed in classroom and online technologies.



Work History

**2022-05 -
Current**

Assistant Manager

Moe's Southwest Grill, Toms River, NJ

- Managed a group of team members
- Maintained all operations within the store
- Opened and closed the store at the beginning and end of shifts
- Performed official money count every night, day and shift
- Upheld a high standard of customer service
- Pursued sales leads to advance store growth
- Managed daily reports of transactions
- Ordered and stocked store merchandise
- Recruited, interviewed and hired individuals who brought enthusiasm to the team
- Handled all team member scheduling
- Counseled, mentored and disciplined staff

**2020-09 -
2022-05**

Patient Service Representative

The New Jersey Imaging Network, LLC

- Reviewed and corrected claim errors to facilitate smooth processing
- Took copayments and compiled daily financial



Contact

Address

Toms River, NJ, 08753

Phone

7325568372

E-mail

dnusa2@gmail.com



Skills

Skills

Tutoring

C++

Typing

Sales

Computer operation

Cooking

Stocking

Research

records

- Compiled and reviewed medical charts
- Used RIS to schedule appointments
- Assisted patients in filling out check-in and payment paperwork
- Explained plans for treatment and payment options
- Educated patients on medicine and at-home healthcare tools
- Used critical thinking to break down problems, evaluate solutions and make decisions
- Monitored all company inventory to ensure stock levels and databases were updated
- Conducted research, gathered information from multiple sources and presented results
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork
- Maintained excellent attendance record, consistently arriving to work on time
- Resolved conflicts and negotiated mutually beneficial agreements between parties
- Identified issues, analyzed information and provided solutions to problems.

2021-02 -
2022-02

Teacher

Spicus, Toms River, NJ

- Prepare classroom and course materials
- Assign homework and exams
- Grade students' assessments
- Create individualized plans for students with special requirements (e.g
- Learning disabilities)
- Research new teaching methods for teaching English as a second language
- Create a supportive and positive classroom environment
- Maintain records of student attendance and grades
- Resolve crises in the classroom

Program development

Databases

Customer service

Coffee experience

English

Presentation skills

Optical experience

Food preparation

Medical scheduling

Continuous improvement

Negotiation

Conflict management

Restaurant experience

Organizational skills

Writing skills

Teaching

Typesetting

Hand tools

Construction

Automotive diagnostics

Medical billing

CPT coding

ICD-10

Medical office
experience

Leadership

Documentation review

Spanish

Analysis skills

Front desk

Computer networking

- Inform parents about student progress
- Collaborate with educational staff to provide a positive learning experience to students
- Planned and implemented integrated lessons to meet national standards.
- Communicated frequently with parents, students and faculty to provide feedback and discuss instructional strategies.
- Supported student physical, mental and social development using classroom games and activities.
- Instructed students in core educational principles, concepts and in-depth subject matter.
- Designed dynamic lesson plans based on student interests to increase overall student GPA.
- Supervised learning groups of students in classroom stations.
- Fostered team collaboration between students through group projects.
- Enhanced student knowledge of technology by integrating various web-based applications for research and assignments.
- Incorporated exciting and engaging activities to achieve student participation and hands-on learning.
- Devised and implemented strategies to create and maintain cohesive school community within virtual classroom setting.
- Completed daily reports on attendance and disciplinary performance.
- Graded and evaluated student assignments, papers and course work.
- Incorporated multiple types of teaching strategies into classroom.
- Encouraged creative thinking and motivated students by addressing individual strengths and weaknesses based on standardized testing results.
- Supported student teachers by mentoring on classroom management, lesson planning and activity organization.

Help desk

VMWare

VoIP

IT support

Windows

Network security

JavaScript

Multi-line phone systems

Computer hardware

Medical records

Google Docs

Google Suite

Social media
management

Sewing

Sewing machine

ICD coding

ICD-9

Document management

IOS

Mac OS

QuickBooks

Adobe Acrobat

Operating Systems

Soldering

Certifications and
Licenses

Tefl

Present

ESL Certification

TESOL Certification

- Kept students on-task with proactive behavior modification and positive reinforcement strategies.
- Piloted program to address proposed state subject area competencies and standards.
- Directed after-school tutoring and mentoring program serving elementary school students.

2021-07 -
2021-08

Lead Teacher

Volunteer In Cambodia, Toms River, NJ

- Prepare classroom and course materials
- Assign homework and exams
- Grade students' assessments
- Create individualized plans for students with special requirements (e.g
- Learning disabilities)
- Research new teaching methods for teaching English as a second language
- Create a supportive and positive classroom environment
- Maintain records of student attendance and grades
- Resolve crises in the classroom
- Inform parents about student progress
- Collaborate with educational staff to provide a positive learning experience to students
- Increased student involvement in program offerings through strategic redesign of program processes and methods.
- Guided student teachers and teaching aides in classroom management, leading by example and thoroughly answering questions.
- Chose optimum curriculum for each class and devised creative daily lesson plans to meet requirements and needs of different learners.
- Maintained detailed records of attendance, test scores and assignment grades for each student to identify trends and rectify issues.
- Maintained patience and level-headedness in diverse situations to support student development and personal growth.

Employee performance evaluations

Recruiting and interviewing

Operations management

Sales growth

Consulting

Training

Google Drive

Employee scheduling

Staff Management

Staff supervision

Student-centered learning

Group learning mechanics

Classroom management

Special Needs Students

Testing and grading

Group and individual instruction

Lesson Planning

Special education

Fundraising

Standardized Testing

Test Proctoring

Student engagement

Inquiry-based learning

Social-Emotional Learning training

Student records management

Experiential learning

- Introduced new software into classrooms, enhancing student comprehension and improving test scores.
- Organized rooms in line with current educational thinking to maximize educational opportunities for students.
- Worked with staff to raise funds new classroom technology and trained teachers on use.
- Created after-school program to enhance student involvement in school processes.
- Designed training program to teach new teachers school guidelines and increase overall success.
- Worked one-on-one with students and student teachers to increase overall classroom success.
- Planned and implemented different daily activities to enhance overall development and growth of every student.
- Designed lesson plans for teaching staff and worked closely with administration for compliance with state curricula.
- Taught student classrooms with varying teaching methods and elevated average GPA.
- Developed and optimized rich learning environment by capitalizing on diverse engagement strategies and enriching teaching techniques.

2019-01 -
2020-10

Optician

Visonworks

- Reviewed and corrected claim errors to facilitate smooth processing
- Took copayments and compiled daily financial records
- Compiled and reviewed medical charts
- Used RIS to schedule appointments
- Assisted patients in filling out check-in and payment paperwork
- Explained plans for treatment and payment options
- Educated patients on medicine and at-home

ESL- English as Second Language

Adult Education

Insurance Verification

Retail Sales

Progressive lens types

Corrective lens options

Optical orders

Appointment Scheduling

Managing repairs

Conducting fittings

Patient testing

Insurance approvals

Verifying prescriptions

Data Entry

Fittings

Alterations

Tailoring and
accessorizing

Fashion styling

Draping specialist

Repairs

Special event orders

Embroidering expert

Patternmaking

Proficient in Adobe
Illustrator

First Aid/CPR

Written Communication



Software

healthcare tools

- Used critical thinking to break down problems, evaluate solutions and make decisions
- Monitored all company inventory to ensure stock levels and databases were updated
- Conducted research, gathered information from multiple sources and presented results
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork
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C++

JavaScript

Java

Python

C#

2018-08 -
2018-12

Crew Member

Wendy's, Pertoria, Inc

- Assisted other team members to achieve goals
- Kept food preparation area, equipment and utensils clean and sanitary
- Supported great dining and meal experiences for guests
- Prepared products following restaurant, health, and safety standards and procedures
- Worked well with teammates and accepted coaching from management team
- Collaborated with team members to complete orders
- Worked flexible hours; night, weekend, and holiday shifts
- Maintained energy and enthusiasm in fast-paced environment
- Prepared and cooked food orders for customers by noting customizations and portion sizes
- Replenished condiments, beverages and supplies while maintaining cleanliness of service areas
- Washed, peeled and cut fruits and vegetables in advance to save time on food preparation

- Wiped counters and sanitized equipment to maintain clean food prep and dining areas
- Cooked batches of food according to standard recipes
- Prepared recipe ingredients by washing, peeling, cutting and measuring
- Maintained clean, sanitized and well-organized food preparation zones.

2017-04 -
2018-08

Associate

Wawa, Inc

- Maximized productivity by keeping detailed records of daily progress and identifying and rectifying areas for improvement
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service
- Maximized customer interactions by promptly identifying needs and wants
- Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral
- Educated new hires on company policies and procedures by designing and developing training program
- I was making sandwiches, brewing coffee, putting away the orders, washing dishes, and keeping the store organized
- My daily tasks ranged from stocking the cooler, pulling food for the lunch rush, and even pumping gas.

2009-01 -
2014-06

Beta Tester

Aeria Games GmbH

- 6 months)
- Playing various genres of games across all the different gaming platforms, quickly learning and mastering different styles of game
- Finding and reproducing bugs, errors or problems in-game

- Accurate, detailed and complete reporting and subsequent revision of those errors or problems
- Accurately analyzing the in-game text to spot problems – including grammar, style, spelling, timings and positioning
- Suggesting re-translations for any problems that have been found in game
- Providing critical analysis and feedback in report form, in a clear and concise way
- Working closely with the team to share ideas and suggestions
- Participating in a close-knit and friendly atmosphere

2009-01 -
2014-06

Beta Tester

US Inc

- Playing various genres of games across all the different gaming platforms, quickly learning and mastering different styles of game
- Finding and reproducing bugs, errors or problems in-game
- Accurate, detailed and complete reporting and subsequent revision of those errors or problems
- Accurately analyzing the in-game text to spot problems – including grammar, style, spelling, timings and positioning
- Suggesting re-translations for any problems that have been found in game
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- Participating in a close-knit and friendly atmosphere

2009-01 -
2014-06

Beta Tester

Perfect World Entertainment

- Years 6 months)
- Playing various genres of games across all the different gaming platforms, quickly learning and

mastering different styles of game

- Finding and reproducing bugs, errors or problems in-game
- Accurate, detailed and complete reporting and subsequent revision of those errors or problems
- Accurately analyzing the in-game text to spot problems – including grammar, style, spelling, timings and positioning
- Suggesting re-translations for any problems that have been found in game
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Education

2014-01 -
2017-01

GED

Ocean County College

2009-01 -
2013-01

High school diploma

Toms River School - South



Languages

Spanish - Intermediate

Mandarin - Beginner

Korean - Beginner

Japanese - Beginner

American Sign Language - Intermediate

Cantonese - Beginner



Additional Information

- Willing to relocate: Anywhere



Certifications

TESOL Certified



Interests

Anime

Manga

Reading

Poetry

Cosplay

Sewing

Dramas

Music

Kendo