

# Tegan Amato

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## EDUCATION

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Bachelor of Arts in English

01/2022 - 05/2024

University of Illinois at Chicago | GPA: 4.0

- Major in English with double concentrations in Professional Writing & Publishing and Literatures in English, with minor in Gender and Women's Studies.
- Thesis: *Pencils, Protests and Progress: Student Journalism as Activism on College Campuses*.

Associate of Arts in Liberal Arts and Sciences

08/2020 - 12/2021

Moraine Valley Community College | GPA: 4.0

- Completed foundational coursework in the arts, sciences, and the humanities, with a focus on literature and anthropology.

## PROFESSIONAL EXPERIENCE

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Ophthalmic Technician – *Retina Associates*

03/2024 - Present

- Act as a liaison between patients, physicians, and practice departments, addressing concerns and ensuring seamless communication to facilitate patient care while maintaining HIPAA compliance to protect sensitive information.
- Coordinate patient schedules, verify insurance coverage, and prepare billing materials to ensure smooth workflow and adherence to procedural timelines for up to 70 patients per day.
- Assemble and update patient charts upon patient arrival, recording chief complaints and ocular symptoms, medical history, current medications, and conducting ocular testing for physician review.
- Prepare patients and exam rooms for treatment by compiling necessary documentation and consent forms, administering pre-procedure drops, and gathering sterile instruments for physician use.

Peer Tutor – *University of Illinois at Chicago Writing Center*

10/2022 - 05/2024

- Assisted 30+ peers per semester in organizing and refining written documents, ensuring clarity, accuracy, and adherence to assignment guidelines while improving their understanding of rhetorical techniques.
- Adapted teaching strategies based on peer feedback, creating a collaborative learning environment and a 20% increase in return appointments.
- Participated in lessons and discussions about equitable and non-oppressive teaching pedagogy to gain more insight into the nuances of teaching strategies to be used for a diverse student population.

Social Media Coordinator – *University of Illinois at Chicago Writing Center*

01/2024 - 05/2024

- Implemented strategic content plan to enhance Center's presence on Instagram, increasing engagement by 47% and informing students of services to make it a more accessible and widely known campus resource.
- Designed visually striking posts using Canva that utilized social media trends, brand aesthetics and colors, and accessible typography to attract audiences, making key information more engaging and easy to absorb.
- Engaged with followers and managed community interactions, addressing inquiries through positive interactions.

Marketing and Communications Intern – *Cybergenetics*

09/2023 - 03/2024

- Streamlined communication materials by enhancing file management and developing formatting guidelines, standardizing 50+ biotechnology documents to maintain consistency and professionalism in educational and legal presentations.

- Reviewed and edited email newsletters and social media communications for accuracy, clarity, and alignment with organizational updates and industry standards.
- Conducted comprehensive reviews of MailChimp email newsletters and social media accounts, identifying strengths and areas for improvement to increase brand engagement and improve understanding of audience behavior.

### **Social Media Intern** – *Society for Technical Communication, Chicago Chapter*

**09/2023 - 12/2023**

- Managed LinkedIn, Facebook, and X (formerly Twitter) platforms to promote organizational activities, advertise professional development events, and track event attendance, boosting audience engagement by 40%.
- Organized and maintained content schedule and strategically scheduled posts for optimal times, maximizing post impact.
- Designed organization's logos and header images for social media platforms using Canva, creating a cohesive and modernized brand presence across all platforms.

### **Publishing Intern** – *Goodheart-Willcox Publisher*

**05/2023 - 08/2023**

- Collaborated with three editorial teams to assist with manuscript formatting and administrative tasks for multiple textbook titles, supporting timely completion of projects and alignment with editorial standards and objectives.
- Proofread and edited manuscripts, conducting reviews for accuracy, grammatical consistency, formatting issues, and adherence to style guidelines, while ensuring full compliance with copyright regulations.
- Created and assembled supplemental teaching materials, such as glossaries, quizzes, and classroom presentations.

### **Bookseller** – *Barnes & Noble Booksellers*

**07/2021 - 01/2024**

- Assisted customers with finding books, magazines, and music across various sections, offering knowledgeable recommendations and detailed product information to ensure a satisfactory customer experience.
- Handled customer sales, product returns, and merchandise exchanges while enrolling customers in membership programs by communicating value propositions to drive sign-up rates and encourage repeat business.
- Created visually enticing in-store displays and social media posts to highlight select titles and create an exciting and engaging shopping experience.

### **Front End Clerk** – *Jewel Osco*

**05/2018 - 06/2021**

- Provided friendly and prompt service by greeting customers and mastering all point-of-sale systems at both traditional lanes and self-checkout lanes, including cash registers, barcode scanners, credit card readers, and receipt printers.
- Operated high-volume checkout lane during peak hours, efficiently multitasking between ringing merchandise, bagging purchases, cash-handling, and answering inquiries to minimize customer wait times.
- Maintained a balanced cash drawer by adhering to established cash handling protocols, reconciling daily transactions without discrepancies with 100% accuracy.

## **EXTRACURRICULARS**

### **Co-Assistant Editor** – *Red Shoes Review, University of Illinois at Chicago*

**09/2023 - 05/2024**

- UIC Honors College student-run literary magazine to open to all university students to showcase writing and visual arts.
- Created themes and writing prompts to inspire student submissions, curated submissions to ensure alignment with the magazine's vision, and edited selected works for grammatical accuracy and style.
- Designed and formatted magazine pages, creating a visually engaging layout and finalizing the publication for a polished, professional presentation.

**Teaching Assistant – University of Illinois at Chicago Honors College****08/2023 - 12/2023**

- Assisted in teaching UIC Honors College 101 class, resulting in 100% pass rate and facilitating the successful transition of 25 incoming freshmen to the Honors College and the broader university environment.
- Prepared lessons by collaborating with faculty advisor and peers to create engaging and informative lessons.
- Evaluated student assignments, including essays and worksheets, providing constructive feedback and final grades.

**Writer – *The Ampersand*, University of Illinois at Chicago Honors College****09/2022 - 12/2022**

- UIC Honors College online journal highlighting achievements of and news about Honors College students and faculty.
- Developed thoughtful interview questions tailored to subject's background and creative work, ensuring a meaningful and well-informed conversation.
- Conducted interview with UIC faculty member, gaining insight into their artistic work beyond the university to write a feature highlighting their creative contributions and their impact.

**COMMUNITY INVOLVEMENT**

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**Application Processing Volunteer – *Mutts of the Midway*****04/2025 - Present**

- Process adoption and fostering applications, making initial contact with prospective adopters before conducting reference and landlord checks to ensure suitability for animal care while maintaining the goal of removing adoption barriers.

**Timing Volunteer – *Illinois High School Association Drama State Competition*****03/2025**

- Monitored multiple theatrical performances, accurately recording setup, performance, and takedown durations for each team to ensure adherence to competition timing regulations.

**Child Life Volunteer – *Advocate Children's Hospital*****07/2024 - 12/2024**

- Worked hands-on with 10+ children and families per week to facilitate a smooth transition into the hospital and ensure a comfortable stay through therapeutic play as outlined in individualized child enrichment plans.

**Registration Volunteer – *Chicago Hot Chocolate Run*****11/2024**

- Assisted in pre-race operations by verifying participant registrations, distributing race bibs, and providing clear directions to ensure a smooth and organized race day experience.

**HONORS SOCIETIES**

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**Sigma Tau Delta International English Honors Society****Fall Semester 2022 - Present**

- Invitation extended to undergraduate students with a minimum B average, ranking within the top 35 percent of their graduating class, and who have completed at least three semesters of college coursework.

**Phi Theta Kappa Honors Society, Alpha Iota Lambda Chapter****Fall Semester 2020 - Present**

- Invitation extended to students enrolled in two-year community colleges with a minimum GPA of 3.5 and who have completed at least six hours of coursework toward an associate degree.

**AWARDS AND HONORS**

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**University of Illinois at Chicago's College of LAS Dean's List****Spring Semester 2022 - Spring Semester 2024**

- Awarded to full-time students who achieve an average GPA of 3.5 or higher and have successfully completed a minimum of nine credit hours.

**Moraine Valley Community College President's List****Fall Semester 2020 - Fall Semester 2021**

- Awarded to Moraine Valley students who achieve an average GPA of 3.75 or higher and have successfully completed a minimum of nine credit hours.

- Awarded to female students enrolled in a minimum of six credit hours, with an interest in future leadership positions in their designated fields of study.

## **SKILLS**

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**Administrative:** Attention to Detail, Critical Thinking, Document Management, Google Workspace, Microsoft Office Suite, Multitasking, Organization, Patient Intake, Phone Etiquette, Problem Solving, Scheduling, Time Management, Typing

**Communications:** Patient Relations, Collaboration, Confidentiality and Ethics, Conflict Management, Copyediting, Copywriting, Customer Service, Leadership, Project Coordination, Public Speaking, Simplifying Complex Information