

# NORTH SHORE

EYE HEALTH & WELLNESS

To whom it may concern:

I would like to nominate Shelby Miller CPO, for the Wisconsin ParaOptometric Association's "ParaOptometric of the Year."

I met Shelby very shortly into my career as an optometrist as we both began our employment at North Shore Eye Health and Wellness just a few months apart. She started as our front desk/patient care coordinator who played a crucial role in mastering billing and insurance as well as patient check-in and scheduling.

It didn't take me long to realize that Shelby LOVES all things eyes. If she has down time, you will always find her researching a new eye condition or procedure, otherwise, she is me numerous questions to fulfill her curiosity. Her knowledge base expands daily, and Shelby is never afraid to take on new challenges. She is continually wanting to learn new skills and then quickly masters them down to every fine detail. A type of work ethic that we all need in a detail-oriented, constantly changing medical field. To say the least, Shelby learns and catches on quickly.

Beyond her role as an optometric technician at our clinic, Shelby joined the WPA Board. She has created presentations for recruitment of VOSH volunteers and reorganized the paraoptometric website. Currently, she is heading marketing and registration for all optometry conventions. Her motivation has ignited a hopeful future for this profession in our state. Last year, she was awarded the WPA Scholarship to attend the Summer 2023 VOSH mission trip to Ecuador. She spent 10 days volunteering to provide eye care to those in need. In addition, she has volunteered for Special Olympics vision screenings.

Shelby is working endlessly to improve our clinic operations. Her big goal is to ease and simplify our training process. While actively providing hands-on training to our new employees, she is also currently creating our clinic training binders and training videos. As an aside, she has planned many of our employee outings and contributed her time to helping with our clinic fundraisers.

The best part about Shelby though, is that she somehow manages all her volunteer and work hours while attending school part-time for Pre-Optometry studies. Shelby is someone who exemplifies the body of leadership, service to her community and the future of optometry. Please consider my nomination for Shelby, ParaOptometric of the Year.

Sincerely,

Stephanie  
Engbretson,  
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