

The Certification Outlook

Connecting you to credentialing resources

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Certification Spotlight

Embracing excellence: A retired Combat Medic and Eye Specialist makes a case for credentialing in health care and beyond.

Professional credentialing provides a proven avenue for transitioning Service members to translate their military experience into marketable skills in the civilian sector. Nobody knows this better than retired Pennsylvania National Guard Combat Medic and Eye Specialist Lisa Lenig. With multiple certifications in her field, Lisa has a wealth of insight into how credentialing creates new opportunities for employment and career advancement, specifically for Service members seeking competitive and rewarding post-military careers.



Lisa Lenig,
Retired Combat Medic and
Eye Specialist, ARNG

How long were you in the National Guard? What was your rank?

I spent about six and a half years in the National Guard, beginning in 1997. During my time with the Guard, I served in Kosovo for nine months, and when I got out, I held the rank of Specialist.

Can you describe your current responsibilities as a health care provider in ophthalmology?

My primary certification is a COMT, which stands for Certified Ophthalmic Medical Technologist. Much like in nursing where you have a CNA, LPN and RN, the International Joint Commission on Allied Health Personnel offers a COA, COT and COMT. So I'm currently at the highest level that I can go when it comes to my core certifications.

Much of my work has to do with the retina. I take photographs and perform scans, ultrasounds and fluorescein angiography. I also help maintain and calibrate equipment at all 12 of our offices. In addition, I'm on our research team for new medications in ophthalmology and new intraocular lenses that we put in after cataract surgery.

What made you want to get certified?

The main reason that I wanted to get certified was for the sense of pride and accomplishment. I also have the privilege of working for a company that gives out bonuses for completing certifications, so that was a contributing factor as well.

How has credentialing impacted your professional career?

I'm in more of a management position compared to where I was before certification, as I am now the lead photographer and coordinator of diagnostic testing. Before, I was just a work-up technician — the person who would take the patient in the room and get them prepped to see the doctor. Now, I'm able to train technicians on all the new and emerging technologies in our industry.

I've also been entrusted with additional duties and responsibilities. Doctors come to me with specific requests because they know that I am going to deliver what they need. I've grown substantially from where I was prior to pursuing certification, and that is reflected in the increased level of responsibility I now have.

Certification Spotlight

What do you know now about credentialing that you wish you had known in the past?

Everybody should pursue new skills through certification, and I'm glad to say that more people are realizing this with each passing day. Credentialing makes you a better technician and allows you to provide better patient care.

Our newly certified technicians see a positive change in both their performance and morale because they feel more comfortable doing their job and dealing with patients. The knowledge they gain through credentialing truly makes a remarkable difference.

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– Lisa Lenig

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How has credentialing changed during your time in the health care industry?

If you aren't a credentialed technician, then you aren't allowed to carry out many vital aspects of the job, including the refilling of eye drop prescriptions.

At my practice, technicians have a set timeframe to get their first certification because we need them to be able to perform these duties.

When I first started at my practice, there were only three people that were certified out of about 15 technicians, mainly because it just wasn't something that was pushed back then. Currently, we have about 38 technicians, and I would say around 16 of them are certified.

Did you encounter any challenges when seeking civilian employment, and do you have any advice for transitioning Service members?

Potential employers didn't think that my military experience translated into what they were looking for on the civilian side. It wasn't until I explained to them everything that I learned while in the Service that it became easier for them to see I was a good fit. This is where credentialing can be a huge help.

I understand that some of the MOSs in the Service are hard to transition from, but if you have a certification that says you can perform a specific job function, it makes you look better to potential employers and helps to separate yourself from other applicants.

Conversely, what would be your message to civilian employers looking to hire veterans?

My message to civilian recruiters would be that the military provides extremely great training programs that shouldn't be overlooked. Their programs are generally fast and efficient, with a focus on applicable job skills, in contrast to your typical college undergraduate experience.

“ I understand that some of the MOSs in the Service are hard to transition from, but if you have a certification that says you can perform a specific job function, it makes you look better to potential employers and helps to separate yourself from other applicants. ”

Where do you see credentialing in five years?

I believe that credentialing will become more and more common, especially in health care. Patients feel more comfortable with you if they can look at your name badge and see that you have some form of professional credential. They know that a credentialed professional is going to do the job right, and I believe that this is the reason why we're going to see a growth in credentialing over the next five years and beyond.

Certification program updates

The following certification programs are now available CONUS and OCONUS at Pearson VUE test centers on U.S. military bases (indicated by 🏠). Some testing programs are only available at Education Centers (indicated by 🏫).



Amazon Web Services (AWS):

AWS certification helps learners build credibility and confidence by validating their cloud expertise with an industry-recognized credential that is used by organizations to identify skilled professionals to lead AWS cloud initiatives. Visit [PearsonVUE.com/AWS](https://www.pearsonvue.com/AWS) for more information or to register for an exam. 🏠



American Health Information Management Association

(AHIMA): The worldwide leader for the advancement and ethical use of quality

health information to promote health and wellness online, AHIMA offers certifications for professionals in HIM, coding, healthcare privacy and security and health data analysis. Visit [PearsonVUE.com/AHIMA](https://www.pearsonvue.com/AHIMA) for more information or to register for an exam. 🏠



Certified Therapeutic Riding Instructor (CTRI):

The CTRI certification is an entry-level credential for individuals in the Equine Assisted

Activities and Therapies (EAAT) profession who provide riding instruction and therapeutic value to people with disabilities. Visit [PearsonVUE.com/pathintl](https://www.pearsonvue.com/pathintl) for more information or to register for an exam. 🏠



CYBERARK

CyberArk: The CyberArk certification is designed for individuals working in the field of information security, with each earned credential representing a more

advanced level of technical proficiency. Visit [PearsonVUE.com/CyberArk](https://www.pearsonvue.com/CyberArk) for more information or to register for an exam. 🏠

* For a full list of available certifications, visit [PearsonVUE.com/Military/Exams](https://www.pearsonvue.com/Military/Exams).

Illinois Department of Insurance: Illinois Department of Insurance licensure exams are now available at select base-sponsored Pearson VUE test centers, both within and outside the State of Illinois. Visit [PearsonVUE.com/IL/insurance](https://www.pearsonvue.com/IL/insurance) for more information or to register for an exam. 🏫

Indiana Department of Insurance: Indiana Department of Insurance licensure exams are now available at select base-sponsored Pearson VUE test centers, both within and outside the State of Indiana. Visit [PearsonVUE.com/IN/insurance](https://www.pearsonvue.com/IN/insurance) for more information or to register for an exam. 🏫



International Joint Commission on Allied Health Personnel in Ophthalmology (IJCAHPO®):

IJCAHPO's mission is to promote global eye health and prevent blindness through training program accreditation, education and the certification of allied ophthalmic personnel. Visit [PearsonVUE.com/IJCAHPO](https://www.pearsonvue.com/IJCAHPO) for more information or to register for an exam. 🏫

National Association of Boards of Pharmacy®

National Association of Boards of Pharmacy (NABP):

The NABP is an

international association which assists member boards and jurisdictions in administrating their pharmacist license transfer and pharmacist competence assessment programs for the purpose of ensuring public health. Visit [PearsonVUE.com/NABP](https://www.pearsonvue.com/NABP) for more information or to register for an exam. 🏫



PTA Global Personal Training Certification (CPT):

Certified CPTs have the knowledge and skills to successfully work with clients in

the health and fitness industry, either one-on-one or in a group setting, to help them make positive health and lifestyle changes. Visit [PearsonVUE.com/ptaglobal](https://www.pearsonvue.com/ptaglobal) for more information or to register for an exam. 🏠

17% of survey respondents said their certification allowed them to begin work in a new field.

Get to know us: Sue Jackson, Director of Market Development, Government and Military - Pearson VUE

How long have you worked at Pearson VUE and what have been your responsibilities?

I joined Pearson VUE in September of 1999, so this year will mark my 20th anniversary here. For more than 18 years, I have worked to understand and address the barriers and needs of U.S. military members pursuing commercial certifications. Over the years, I have built many solid relationships within this market, and I enjoy working with Service members to learn more about how our organization can give them the tools they need to be successful, both while serving and transitioning out of Service.



What do you like most about your job?

I love hearing success stories from Service members who have been able to continue their personal development by pursuing certifications. I take pride in knowing that the work we have done allows Service members to take their exams where they live and serve, whether they are CONUS or OCONUS. It is personally rewarding to be able to support the individuals of our military in their career paths as they serve our country.

What do you enjoy doing when you're not at work?

I enjoy spending time with my husband of 41 years and watching our kids raise our four grandchildren. I also enjoy golfing and spending time in northern Minnesota at our lake home.

35% of people who obtain a certification report a **salary/wage increase.**



2018 Pearson VUE Value of Certification Survey.

Don't forget

COOL: Service members in all branches can find information on training, credentials and licenses related to their military and civilian careers. Credentialing Opportunities On-Line (COOL) helps identify training gaps and define the paths needed to earn civilian and federal positions. Additionally, each COOL website features key information about funding, accreditations and in-demand credentials. Visit www.PearsonVUE.com/military/funding to learn more about how COOL works in your branch.

mindhub™: Service members and government employees can receive 25% off training materials through mindhub, Pearson VUE's certification prep store. mindhub offers a wide variety of learning products designed to help test-takers prepare for industry-recognized certifications. Simply apply coupon code GOV25 to your shopping cart at checkout to receive the discount. Visit mindhub.com/servicemember for more information.

The Certification Outlook:

If you are interested in opening a Pearson VUE test center on your base, contact DoD@Pearson.com.

