JOHN PIGNONE-REED

OPHTHALMOLOGY • DIAGNOSTICS • CLINICAL LEADERSHIP

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Professional profile

Ophthalmic healthcare professional with 36+ years of experience in clinical care, diagnostic testing, clinical leadership, education, teleophthalmology and research. Background includes Wills Eye Hospital, Massachusetts Eye and Ear and nationwide mobile clinical operations.

Core expertise

Patient workups • Refraction • OCT/OCTA • Fundus imaging • A/B-scan ultrasound • Visual fields • Tonometry • Cornea/refractive surgery • Glaucoma • Neuro-ophthalmology • Technician development • EHR workflows

Professional experience

20/20 Onsite | 2023–Present

Clinic Manager, Life Sciences

Lead nationwide mobile and decentralized clinical research visits, combining protocol-specific assessments, participant care, documentation, equipment readiness and collaboration with investigative sites.

20/20 NOW | 2020–2022

Remote Refracting Technician

Performed remote refraction in an ocular telehealth model and developed a training program preparing clinical staff for AOA Paraoptometric certifications.

Eyefinity | 2018–2019

Senior Solutions Educator

Delivered training for ophthalmic and optometric EHR and practice-management systems, helping practices translate clinical workflows into effective technology use.

Diagnostic Clinic Medical Group | 2014–2018

Senior Ophthalmic Technician (Technician III)

Performed comprehensive patient workups in a multi-physician ophthalmology department and coached new and existing clinical technicians.

Medflow, Inc. | 2010–2012

Clinical EHR Trainer

Traveled nationally to train physicians and clinical staff on ophthalmology-specific EHR systems, troubleshoot workflows and contribute to e-learning resources.

North Carolina Eye, Ear, Nose & Throat | 2006–2010

Team Leader / Director of Clinical Operations

Progressed from leading a 30-person clinical team to departmental leadership supporting 13 ophthalmologists, with an emphasis on certification, productivity, patient experience and continuing education.

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CONTINUED CAREER HISTORY

Earlier experience

Spindel Eye Associates | 2004–2006

Ophthalmic Technician / Training–CEU Coordinator

Performed comprehensive and refractive ophthalmology assessments, coordinated continuing education and helped develop technician skills.

Massachusetts Eye and Ear Infirmary | 2002–2004

Clinical Manager / Administrative Manager

Managed clinical and administrative operations, supported staff development and clinical technology implementation.

Lahey Clinic | 1998–2002

Lead Cornea / Refractive Surgery Technician

Supported cornea and refractive surgery care, surgical assisting and diagnostic testing; taught an in-house ophthalmic medical assisting program.

Wills Eye Hospital | 1996–1998

Supervisor, Ophthalmic Technicians

Worked in neuro-ophthalmology and ophthalmic ultrasound, supervised technicians in the glaucoma service and supported fellow orientation and research-related protocols.

United States Army Reserve | 1994–2002

Combat Medic / Eye Specialist / Patient Administration Specialist

Served as an E-5 Sergeant in three medical and administrative specialties. Distinguished Honor Graduate, 1997 Soldier of the Year and participant in Hurricane Mitch humanitarian relief. Service overlapped civilian employment.

Harvard Vanguard Medical Associates | 1992–1996

Certified Ophthalmic Assistant

Conducted patient interviews and ophthalmic testing, built advanced technical skills and earned JCAHPO certification.

Dr. Donald R. Korb & Associates, P.C. | 1990–1992

Supervisor, Optometric Technicians

Provided patient workups and education in a contact lens and dry-eye practice; advanced to supervision of technician scheduling, training and the contact lens program.

Education & contributions

University of Delaware — Clinical Trials Management certificate (2025); NIDA — Good Clinical Practice certificate (2023); Southern Technical Institute — EKG Technician training (2021); HealthStream — MACRA-MIPS training (2018).

Career credentials reported: COT, ROUB, OSC, CPOA, RMA. Current status available for verification. JCAHPO/ATPO Pocket Guide and ROUB flashcards contributor; JCAHPO faculty and achievement recognition.