

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

Patient-focused medical secretary with nine years of experience in healthcare settings. Aiming to use my strong administrative skills, understanding of medical procedures, and excellent interpersonal communication in a medical secretary role.

Experience

Medical Administrative Assistant - Lincoln Medical Center / Lincoln, NE

MONTH 2016 - 2023

- Managed patient records to ensure accuracy and HIPAA compliance, including medical information, billing, coding, insurance, and diagnostic results.
- Scheduled patient appointments, including sending out timely reminders and updates.
- Assisted with patient check-in and check-out procedures.
- Communicated with insurance companies to complete claims.
- Coordinated vendor orders and equipment repairs.

Receptionist - Family Care Medical Clinic / Location

MONTH 2011 – MONTH 2015

- Greeted patients and handled incoming calls.
- Assisted with patient record management and appointment scheduling.
- Coordinated with the administrative assistant team to complete billing procedures and process insurance claims.
- Maintained a clean and organized clinic environment.
- Managed office supplies and inventory, including restocking.

Project Experience

- Collaborated in developing and implementing a more robust patient appointment system to reduce patient wait times.
- Gathered and analyzed beta tester feedback to coordinate with IT to make improvements before the full launch.
- Increased patient satisfaction ratings by 30%.

Education

Associate in Medical Office Administration - Herzing University

MONTH 2014

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Expertise in medical software, including Epic Systems and Healow
- Familiarity with medical terminology and procedures
- Strong multitasking abilities
- Exceptional patient service
- Calendars and scheduling

Licenses & Accreditations

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- Certified Medical Administrative Assistant (CMAA), National Healthcare Association (NHA)
- Notary Public Certification (NPC), National Notary Association (NNA)