

NAME

TITLE

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

Profile

Experienced secretary seeking a personal injury legal secretary position to leverage law and medical expertise. Capable of thriving in both customer service and professional support positions.

Experience

Medical Secretary - East Family Practice, Danvers, MA

October 2017 – May 2022

- Maintained patient records on paper and electronic, regularly updating and verifying information.
- Gathered and entered patient insurance information before appointments
- Answered patient inquiries regarding health services and insurance procedures
- Organized practice appointments and kept calendars for physicians on staff.
- Reviewed client operations monthly and reduced supply costs by 8% through automated supply purchasing.

Legal Secretary - Mary White Real Estate, Boston, MA

September 2015 – August 2017

- Arranged viewings, scheduled open houses, and maintained professional calendars for seven real estate agents.
- Reduced costs by 12% by streamlining first bid application paperwork reducing forms from five to three pages.
- Supplied real estate agents with customer background information to allow them to provide better customer service.
- Answered phones and responded to emails regarding home availability
- Acted as the representative and key contact for the law department in company meetings reporting back to law associates with pertinent information.

Project Experience

- Created medical brochures with answers to frequently asked questions to reduce waiting time due to common patient questions.
- Developed contract procedures to reduce the time a lawyer must be present while still following state rules and regulations.

Education

Medical Administrative Assistant - North Shore Community College

2016

- GPA: LIST
- AWARD
- AWARD

Bachelor of Arts in Communication - University of Massachusetts Boston

2013

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Customer service
- Legal and medical terminology
- Transcription
- Drafting, proofing, and document creation
- Research and investigation

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Administrative Professional (CAP)
- Organizational Management (OM) certificate
- Advanced First Aid certificate