

JESSICA CLAIRE

✉ resumesample@example.com
📞 (555) 432-1000
📍 100 Montgomery St. 10th Floor

SKILLS

- Certified Medical Administrative Specialist
- BLS Certified
- Time Management
- Verbal and Written Communication
- Organization and Time Management
- Taking Client Histories
- Appointment Scheduling
- Customer Service
- Problem-Solving
- Data Entry Software
- Administering Medications
- CPR Certified
- Medical Charting
- Administrative Support
- Critical Thinking
- Detail-Oriented
- Computer Savvy
- Legal Compliance
- Personable Nature
- Office Management
- Flexible Schedule
- Insurance Authorizations
- Staff Leadership
- Employee Scheduling
- Adaptable and Flexible
- Inventory Management
- EHR Software
- Medical Coding
- Patient Eligibility Requirements
- Office Coordination
- Data Entry
- HIPAA Compliance
- Computer Proficiency
- CPT Coding
- Collaboration and Teamwork

EDUCATION AND TRAINING

Western Technical College
El Paso, TX • 12/2014

Certified Clinical Medical Assistant: Medical Assisting

- TEAMS Medical Club Member and Treasurer of the medical club
- 3.7 GPA

Andress High School
El Paso, TX • 05/2002

High School Diploma

CERTIFICATIONS

- Certified Medical Administrative Assistant (CMAA)
- Certified Clinical Medical Assistant (CCMA)
- Certified phlebotomy tech
- Certified EKG tech

SUMMARY

Skilled administrative team member with in-depth understanding of medical standards, compliance requirements and operational procedures. Practiced problem-solver with friendly and caring mentality and excellent communication skills. Expertise in inventory management, customer service and inner-office operations. Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking entry-level opportunities to expand skills while facilitating company growth.

EXPERIENCE

Cvs Health - Member Advocate

Boston, MA • 08/2021 - Current

- Provided knowledgeable and compassionate service in response to patient questions and concerns.
- Helped patients understand care, coverage and payment responsibilities and rights.
- Managed database of patient information and frequently used computerized systems to track details.
- Worked with patients to appeal insurance decisions and coordinated with providers to resolve problems.
- Adhered to HIPAA requirements to safeguard patient confidentiality.
- Managed high-volume of inbound and outbound customer calls.
- Reviewed files, records and other obtained documents to respond to customer requests.
- Implemented additional services to maintain exceptional client service ratings.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Upheld quality control policies and procedures to increase customer satisfaction.
- Upheld privacy and security requirements for customer information.

Akai Comprehensive Pediatrics - Certified Clinical Medical Assistant

City, STATE • 08/2015 - 12/2022

- Scheduled appointments for patients via phone and in person.
- Led patients to exam rooms, answered general questions and prepared patients for physician by explaining process.
- Prepared treatment rooms for patients by cleaning surfaces and restocking supplies.
- Contacted pharmacies to submit and refill patients' prescriptions.
- Collected forms, copied insurance cards and coordinated patient information for billing and insurance processing.
- Recorded vital signs and medical history for 25-30 patients each shift.
- Interviewed and engaged patients to obtain medical history, chief complaints and vital signs.
- Organized charts, documents and supplies to maintain team productivity.
- Secured patient information and maintained patient confidence by completing and safeguarding medical records.
- Maintained inventory, vaccination and product expiration logs to record updated documentation for tracking purposes.
- Efficiently performed insurance verification and pre-certification and pre-authorization functions.
- Followed principles of asepsis and infection control to meet patient safety guidelines.
- Assisted with diagnostic testing by collecting and packaging biological specimens for internal and laboratory analysis.
- Administered rapid tests for COVID and strep to help clinical staff assess conditions.
- Scheduled patient appointments to maintain workflows.
- Maintained organized documentation and patient files.
- Updated patient accounts and information daily.
- Reached out to patients day before scheduled appointments to confirm times and instructions.
- Verified insurance coverage, obtained preauthorizations and updated charts in electronic health records.
- Confirmed patient information, collected copays and verified insurance.
- Directed patient flow during practice hours, minimizing patient wait time.
- Organized, distributed and replenished office supplies to keep department running efficiently.

Topsy Turtle Eats And Drinks - Bar and Restaurant Manager

City, STATE • 02/2021 - 06/2021

- Consistently maintained high levels of cleanliness, organization, storage and sanitation of food and beverage products to ensure quality.
- Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques and guest interactions.
- Mentored front of house personnel on company policies customer service techniques and professional communication.
- Reconciled daily transactions, balanced cash registers and deposited restaurant's earnings at bank.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Complied with health codes, sanitation requirements and license regulations while streamlining productivity initiatives.
- Maintained detailed inventory of bar supplies and stocked work areas.
- Restocked beer and liquor regularly and after special events.
- Recommended food and drinks to patrons based on preference, pairings and special promotions.
- Monitored patron alcohol consumption to encourage safety.
- Planned and coordinated special events to boost customer numbers and profits.
- Prepared specialty drinks to support servers.
- Stayed up-to-date on latest mixology trends, bar equipment and sanitation standards.
- Pursued training opportunities to advance mixology knowledge and refine understanding of beer, wine and liquor.
- Poured wine, beer and cocktails for patrons.
- Created signature beverages to increase revenue and patron loyalty.
- Operated cash register and Point of Sale (POS) system for transactions and made proper change for cash transactions.
- Managed bar area, cocktail design and menu and handled inventory, regulation compliance and customer relationships.
- Kept track of bar tabs and transferred open tabs to dining area for wait staff.
- Maintained knowledge of bar and menu options to prepare drinks and make food recommendations.
- Trained new bartenders on drink preparation and upselling techniques.
- Balanced tills, handled cash, processed credit card payment batches and prepared bank deposits.
- Prepared new garnishes, juices and other perishables daily.
- Took drink orders from tables and bar area and relayed to bartenders.
- Closely monitored customers' intoxication levels and discontinued alcohol service, removed from premises or requested assistance from security.
- Received cash and card payments for balances owed.
- Checked identification of customers to verify age requirements needed to purchase alcohol.
- Advertised, marketed and recommended drink options to guests.
- Used POS system to input orders, create checks and issue receipts.
- Enforced minimum age requirements for consumption of alcoholic beverages by checking identification.