

JESSICA CLAIRE

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SUMMARY

Detail-oriented and highly dedicated healthcare professional with solid background in conducting tests and assisting with procedures to help diagnose and treat diverse pulmonary issues. Well-trained in electronic health records and medical equipment. Excellent bedside manner with keen observational skills.

SKILLS

- First Aid/CPR
- Customer service
- Administrative support
- Organization
- Fluent Bilingual (English/Spanish)
- Multitasks
- Quick Thinking
- Patient
- Fast Learner
- Easily Adapts to new environments

EXPERIENCE

Medical Assistant/Pulmonary Function Testing Technician, 10/2017 - Current

Trinity Health Corporation – New Albany, OH

As a technician, I assist patients in performing full pulmonary function tests and spirometry to assess lung function. Front office duties included phone answering, scheduling and confirming appointments as well as insurance verification. While being a back office assistant, I recorded vitals, pertinent patient information, triaged phone calls between patient and physicians, submitted for medication prior authorization, translated for Spanish speaking patients and traveled between offices from Oxnard to Camarillo to assist physicians with telehealth visits. During the COVID-19 pandemic I assisted in the swabbing and specimen collection as well.

At a point in my career I submitted all billing for tests performed, therefore I am familiar with a variety of billing and coding rules.

Medical, 09/2012 - 10/2017

Advance Auto Parts – Concord, NC

- Conducted patient interviews to gather health history, vital signs and information about current medical issues.
- Led patients to exam rooms, answered general questions and prepared patients for physician by explaining process.
- Monitored medical supply levels to confirm sufficient stock, promptly placing replenishment orders before depletion.
- Ordered and received disposable supplies.
- Administered rapid tests such as rapid strep tests and pregnancy test to help clinical staff assess conditions.
- Interviewed and engaged patients to obtain medical history, chief complaints and vital signs.
- Experienced in front and back offices, controlling patient flow, collecting payments and assisting in delivery of quality healthcare.
- Completed and submitted clinical documentation in accordance with agency guidelines.
- Checked patients in, collected and verified insurance information, compiled new patient forms, scheduled appointments and updated patient files.
- Trained patients on how to properly operate medical equipment.
- Sterilized medical equipment after each procedure.
- Measured patient peak flows.
- Coordinated and executed proper medical waste disposal.
- Assisted physicians by preparing patients for procedures, including but not limited to EKGs, phlebotomy, glucose testing and pulmonary function tests.
- Acted as liaison between physician and patient, answering questions and delivering test results.
- Communicated with patients by phone and via written correspondence.

Retail, 09/2007 - 12/2010

Fashion Max – City, STATE

- Restocked shelves, racks and bins with latest merchandise and changed signage to promote special items.
- Maintained assigned area to store standards by setting up and monitoring accurate ad signage and correct merchandise placement.
- Supported managers with organizing store and showcasing new items in eye-catching displays.
- Answered questions about current promotions and resolved issues according to store policies.
- Followed all company policies, rules and procedures to promote company goals and maintain safety.
- Processed merchandise returns and exchanges for customers to refund payments, trade items and offer store credit.
- Engaged positively with each customer, providing professional and polite support for sales and service needs.
- Welcomed customers, offered to help locate items and suggested merchandise without being intrusive or pushy.
- Counted cash, made change and stored coupons to keep organized and balanced cash register drawer.
- Calculated pricing, scanned tags, applied discounts, collected payment and offered receipts to process transactions.
- Bagged, wrapped and packaged purchases according to customer needs.
- Assisted in strategic planning and setup of merchandise displays to promote target products and attract customer traffic.
- Managed cash register operations using POS system, including processing sales and returns.

EDUCATION AND TRAINING

GED: 06/2007

Rio Mesa High School - Oxnard, CA

Front/Back Office Medical Assistant: Medical Assisting, 11/2011

Pacific Coast Trade School - Oxnard, CA