

MEDICAL SUPPORT ASSISTANT (OA) GS-5 STEP 2

Summary

Committed and motivated medical support assistant with exceptional customer service and decision making skills. Strong work ethic, professional demeanor and great initiative. Proficient at quickly learning new procedures and taking ownership of diverse projects.

Highlights

- Patient scheduling abilities
- Excellent communication and interpersonal skills
- Flexibility
- Reception area management
- Detail-oriented
- Self-starter
- Team player

Accomplishments

Certificate of Achievement

Experience

12/2015 to Current

Medical Support Assistant (OA) GS-5 Step 2 Company Name - City , State

- Salary:\$32,918 per year 40 hours/week
- Supervisor:Dwight Huddleston
- Service over 20000 military/civilian personnel and their dependents
- Enters, manipulates and/or retrieves information and data from automated systems
- maintains and monitors patient appointments schedules for the clinic/practice, coordinates and/or schedules patient appointments with other clinics or specialties, receives patients and visitors as the initial point of contact, in person or telephonically
- records and relays messages and/or redirect calls
- experienced in providing technical advice and assist managers
- provides information regarding the practice, clinic, and hospital policies, procedures, and locations to patients, family members, staff, etc
- maintains all patients' records, both electronic and paper
- responsible for the clerical duties inherent to the in processing (reception), care, and out processing (transition) of outpatients, families/caregivers and guests.
- Screen patients to determine eligibility of care for their treatment
- Always keep medical assistants informed regarding the policies, procedures, and goals of the organization
- passes on the supervisor's instructions on work assignment, priorities, and deadlines.
- Manages templates for 3 providers
- substitutes for absent medical support assistants to ensure there is coverage
- Provide on the job training to newly assigned employees
- maintain appointment calendars to schedule and/or cancel appointments.
- Knowledgeable of Defense Civilian Payroll System (DCPS), Automated Time and Attendance Production System (ATAAPS), Civilian Personnel OnLine (CPOL)
- provide clerical/administrative and automation support using multiple computer systems and technologies, including Microsoft office (MS Access, MS Powerpoint, MS Excel, MS Word and MS) Well versed to systems such as Composite Health Care System (CHCS), Allied Health Longitudinal Technology Application (AHLTA), Defense Manpower Human Resource System Information (DMHRSI).

10/2013 to 12/2014

Healthcare Assistant Rep Company Name - City , State

- Salary: \$18,000 per year 40 hours/ week.
- Supervisor: America Gurrero may be contacted 915-204-1116.
- Duties: assisted with FSA/HRA benefits
- administered Cobra benefits
- respond to telephone inquiries and complaints using standard scripts and procedures
- filed personal information
- researches/resolves inquiries and logs customer calls
- communicates appropriate options for resolution in a timely matter

- informs customers about services available and assesses customer needs
- provides functional guidance training and assistance to lower level staff
- assists in planning and implementing department goals and makes recommendations to management to improve efficiency and effectiveness
- operates word processing equipment in order to produce a variety of narrative and tabular materials, including labels, graphics, correspondence, memorandums, promotion recommendations, award recommendations, evaluations, meeting minutes, extensive updated departmental policies, procedures and reports.

01/2003 to 08/2012

Account Adjuster II Company Name - City , State

- Salary: \$34,000.00 per year 40 hours/week.
- Supervisor: Tomeka Haddock -may be contacted (252) 493-4081.
- Duties: contacted customers to collect past due payments
- made acceptable payment arrangements with customer
- filed personal information,
- perform skip tracing as needed
- sent appropriate correspondence to customers
- scheduled appointments for designated personnel and remind them of such commitments, collected, selected, rearranged, tabulated, and consolidated data from numerous source documents.

08/2002 to 12/2002

Technical Representative Company Name - City , State

- Salary: 18,000 per year 40 hours/week.
- Supervisor: Shana Jones.
- Duties: Accepted inbound calls from customers regarding satellite radios, Activated new satellite service, resolved customer complaints and processed refunds, Arranged for defective satellite equipment to be repaired, replaced or refunded.

01/2001 to 12/2001

Pharmacy Technician Company Name - City , State

- Salary: \$15,000 per year 40 hours/week.
- Supervisor: Tiffany Bowman.
- Duties: Received and stored incoming pharmacy supplies, verified stock and entered data into the computer to maintain inventory records, Entered customer information and prescriptions company database, Dispensed medical prescriptions operation.
- Helped health care providers and patients by greeting them in person and by phone; answering questions and requests; referring inquiries to the pharmacist.
- Maintained pharmacy inventory by checking pharmaceutical stock to determine inventory level; anticipating needed medications and supplies; placing and expediting orders; verifying receipt; removing outdated drugs.
- Maintained a safe and clean pharmacy by complying with procedures, rules, and regulations.
- Protected patients and employees by adhering to infection-control policies and protocols.
- Organized medications for pharmacist to dispense by reading medication orders and prescriptions; preparing labels; calculating quantities; assembling intravenous solutions and other pharmaceutical therapies.
- Maintained records by recording and filing physicians' orders and prescriptions.
- Generated revenues by calculating, recording, and issuing charges.
- Ensured medication availability by delivering medications to patients and departments.
- Prepared reports by collecting and summarizing information.
- Contributed to team effort by accomplishing related results as needed.

10/1997 to 11/2000

Bookkeeper Company Name - City , State

- Salary: \$20,000.00 per year 40 hours/week.
- Supervisor: Milton Hagan.
- Duties: Maintained and kept records of cashiers' till balances, prepared bank deposits
- balanced cashier tills and office ledgers

- developed system to account for financial transactions by establishing a chart of accounts
- defining bookkeeping policies and procedures
- maintained subsidiary accounts by verifying, allocating, and posting transactions
- balanced subsidiary accounts by reconciling entries
- maintained general ledger by transferring subsidiary account summaries
- balanced general ledger by preparing a trial balance
- reconciling entries
- maintained historical records by filing documents
- prepared financial reports by collecting, analyzing, and summarizing account information and trends
- complied with federal, state, and local legal requirements by studying requirements, enforcing adherence to requirements; filing reports, advising management on needed actions, contributed to team effort by accomplishing related results as needed.

Education

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Bachelor of Science : Healthcare Administration/Healthcare Management University of Phoenix - City , State , United States Health Care Administration/Healthcare Management (completed) - 3.75/10/2011

Associates : Medical Office Administration Fayetteville Tech Community College - City , State , United States Medical Office Administration 3.0

References

Melissa Arnold (*) 910-574-3862

Tomeka Haddock (*) 252-367-776

Stephanie Williams(*) 910-489-3215

(*) indicates professional reference