4759 Sunnydale Lane, Plano, Texas, Unrted States, 75071



123-456-7890

[email@youremail.com](mailto:email@youremail.com)

**A Certified Medical Assistant with 10+ years of clinical and administrative experience. A proven track record of supporting nursing teams and physicians in delivering patient-centered care in high-volume hospital environments. Adept at communicating with patients, maintaining medical records, and utilizing EHR software.**

# Professional Experience

**November**

2015-

**Present**

**Certified Medical Assistant Manhattan Medical**

* Manage five front office staff fora medicalpractice withover aK active patients, assigned responsibilrties, evaluated performance, and coordinated scheduling
* *Oversee* calendars and appointments for four physicians and three nurse practitioners, minimizing patient wart times to less than 30 minutes on average
* SUbmit billing records to insurance companies for thousands of patients each month, fielded information requests, and resolved billing issues and inaccuracies

May 2013 Certified Medical Assistant St. Anthony's Hospital

November • supported registered nurses in performing examinations, delivering treatment, and 2015 providing higfi-quality care to patients in a hosprtal with 3oo+beds

* + Coordinated with nurses to perform non-invasive procedures, interfaced with patients, family members, and medical teams, and ensured compliance with patient­ centered care standards, Which contributed to a 5% increase in patient satisfaction in 2014

# Education

**September**

2011- May

2013

Associate of Applied Science **(A.A.S,)** in Medical Assistance

University of Syracuse, *New York, NY*

# Key Skills

* Healthcare Support
* Office Management
* Clinical Operations
* Calendar Management
* Medical Billing and Coding

# Certifications

**Medical Certifications**

* + Certified Medical Assistant, American Association of Medical Assistants, 2013
  + Certified Phlebctomy Technician (CPT), NPA, 2013