

# Kelsey Fairbanks

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## Web Designer Medical Assistant/Ortho Tech

Seattle, WA  
[kelsey.leigh.fairbanks@gmail.com](mailto:kelsey.leigh.fairbanks@gmail.com)

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### Objective

Detail-oriented and proactive professional with a strong foundation in medical assistance and a passion for web content management. Seeking to leverage 10 years of experience in patient care and administrative roles into a Web Content Coordinator position, where skills in content accuracy, structured processes, and project management will contribute to enhancing ecommerce platforms for Elevate Outdoor Collective

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### Key Skills & Achievements

- **Content Management:** Applied strong attention to detail and organizational skills to populate and audit product content, ensuring accuracy and compliance with company standards.
  - **Process Improvement:** Developed Standard Operating Procedures (SOPs) for content management, resulting in a 40% reduction in errors and ensuring consistency across multiple clinics.
  - **Cross-functional Collaboration:** Collaborated with teams to achieve project milestones on time while ensuring seamless continuity of patient care
  - **Technical Proficiency:** Proficient in Excel and EPIC EMR, utilizing advanced data manipulation skills and software expertise to enhance operational efficiency.
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### Experience

**UCSF Medical Center / Orthopaedic Technician**  
DEC 2020 - JULY 2023 / SAN FRANCISCO, CA

- Spearheaded patient care initiatives, ensuring accuracy and efficiency in medical procedures and patient communication.
- Managed patient data with precision, utilizing APEX EMR to streamline records management and improve patient care.
- Demonstrated critical thinking & problem solving while casting & splinting broken bones; employed advanced casting techniques for non-routine care

### **UCSF Benioff Children's Hospital / Office Associate**

SEPT 2019 - DEC 2020 / OAKLAND, CA

- Coordinated complex administrative tasks, including insurance verification and appointment scheduling, achieving a 15% reduction in scheduling errors through meticulous data management.
- Utilized EPIC EMR to maintain accurate patient records and facilitate seamless clinic operations.

### **ProOrtho / Medical Assistant**

SEPT 2017 - AUG 2019 / KIRKLAND, WA

- Implemented efficient patient intake processes, reducing patient wait times by 20% and improving patient satisfaction scores by 25%.
- Maintained accurate patient documentation and communication, supporting 100% compliance with regulatory standards.

### **Presidio Dermatology / Supervising Medical Assistant & Scribe**

SEPT 2015 - AUG 2017 / SAN FRANCISCO, CA

- Led a team of medical assistants, enhancing team productivity by 30% through mentoring and process improvement initiatives.
- Managed clinic inventory and supplies, ensuring adequate stock levels and optimizing budget utilization.

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## **Education**

### **Seattle Central College / A.A.S-T Web Development**

ANTICIPATED GRADUATION DATE 2025

### **Utah Valley University / B.S. Exercise Science & Outdoor Rec**

2008 - 2012 / OREM, UT

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## **Certifications**

**BLS Provider** / Exp. November 30 2023

**Certified Medical Assistant (NCCT 1004110)** / Exp. August 27 2024

**Registered Orthopedic Technologist (ASOP 040521052)** / Exp. February 28 2024

**Northern California Clogging Association (NCCA)** / Active Member 2024