

Rashida Kamau



NHA STUDENT

PROGRAM

Certified Medical Assistant +

CERTIFICATIONS

Clinical Medical Assistant
EKG Certification
Phlebotomy Certification

SELF PAY STUDENT

Empathetic

Social

Proactive

Optimistic

Student Background

Rashida has been working as an administrative assistant at a private practice since graduating high school. She enjoys the practice, but is dissatisfied with the monotonous, antisocial nature of the job itself. She would like to stay in medicine, working at smaller practices, but do something more patient-facing and clinical. She has signed up for MedCert's Certified Medical Assistant + in hopes of becoming a well rounded Medical Assistant, certified and proficient at EKG, Phlebotomy and general medical assistant tasks.

Motivations

Salary



Engaging Job



Community



Knowledge



Frustrations

- ✗ She is very busy, often out of the house and needs to be able to access her courses while on the go.
- ✗ She does not have time to hunt through the LMS for her next assignment or course.
- ✗ She needs to know how long the program will take and how many courses are included - she must budget her time correctly.
- ✗ Clinical is an important piece of the program and she needs help accessing it.
- ✗ Wants to be more involved in MedCerts / Pharm Community and keep credentials updated.

Goals

- ✓ Find a job that focused on helping people and improve her community.
- ✓ Make more money in a new, in-demand career with job security and growth prospects.
- ✓ Connect with patients and colleagues once working in a place with values she supports.
- ✓ Have more work-life balance and job opportunities in order to spend time with family.