**Saquanna Robinson, MA**67 Dudley Street (860) 281-9919

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**OBJECTIVE**

Eager professional with strong interpersonal skills seeks a challenging Medical Assistant position in which will utilize my experience in the customer service and financial arenas, and allow me to build upon my knowledge and abilities

**SKILLS**

* **Proven problem solver with the ability to analyze and break down complex situations**
* **Evaluates alternative sources of action with likely outcomes and selects the best alternative**
* **Proficient in Microsoft Word, Microsoft Excel, Microsoft outlook, and Access**
* **Excels in fast pace environments: maintains professionalism in stressful situations**
* **Organized with the capabilities to service several transactions simultaneously**

**EDUCATION**

**American Institute**, West Hartford, CT August 2011- April-2011

***Medical Assistant Diploma***

* **Clinical Skills: Vital signs, charting, electrocardiogram, and CPR**
* **Lab Procedures: Collecting specimens, glucose tests, occult blood tests, phlebotomy, urinalysis**
* **Administrative Duties and Health Insurance Policies: Computer usage, medical terminology, coding, patient scheduling, and claims processing, keyboarding, and medical transcription**
* **Anatomy and Physiology: Structures and function of human body**
* **Medical Law and Ethics: Legalities, Confidentiality, CDC and OSHA regulations**

**EMPLOYMENT**

**Wendy’s Restaurant** August 2011-Present

April 2006-December 2007

**Cashier (Food Prep)**

* Check customers in and out
* Assist with knowledge of products and general customer service questions
* **Assisted with merchandise orders and taking payments and money for purchases**
* **General customer service with service or product issues**

**Grove Hill Medical Center**

***Medical Assistant Extern***

* Assist physician with set up for patients May 2012-present
* Assisted with answering phones, filing and charting
* Performed ultrasounds, stem therapy, heat therapy

**Iron Mountain May 2010 –March 2011**

***Front Desk (data entry)***

* **Electronically filed patients information from paper files**
* **General customer service with knowledge of information filed**
* **Monthly meetings regarding sales goals and quotas**
* Perform a variety of administrative duties

**Salmon Brook Home** June 2009–November 2009

***Dietary***

* **Assisted in preparing patients meals**
* **Assisted patients with hospitality and an genuine attitude**
* **Processed patients orders for their meal recommendation**
* **Provided team support to carry out the job being done**
* **Assisted patients and co workers with service in an timely manner**

**Au Bon Pain (restaurant**) December 2008–July 2010

***Customer Service***

* **Represented Company with highest professionalism at all times**
* **Assisted with neatness in work area**
* **Assisted customers with hospitality**
* **Assisted customers with service in an timely manner**