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| Caitlyn O’Connor | 26 Guertin Avenue ⦁ Ludlow, MA 01056 ⦁ Home-413-547-6685  Cell-413-530-7534  caitlynoconnor@rocketmail.com |

Medical Assistant

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| |  |  |  | | --- | --- | --- | | — Medical Office Management  — Medical Billing & Coding  — Medical Records Management  — Strong Customer Service | — Bookkeeping & Filing  — Taking Patient Vitals  — Blood Draws  — Injections | — Patient Scheduling  — Ancillary Testing  — Patient Education  — HIPAA & OSHA Regulations | |

Education

**Medical Assisting**  Graduated November 2010

Porter and Chester Institute, Chicopee, Massachusetts

***Medical Assistant Certificate Program***

**Occupational Therapy**

American International College, Springfield, Massachusetts

Classes taken September 2009 - December 2009

**Health Occupations**

Pathfinder Vocational Technical, Palmer, Massachusetts Graduated May 2009

***Received High School Diploma***

Professional Experience

Marian Center, Holyoke, MA August 2010-Present

*CNA*

* Assist patients with ADL
* Assist in feeding patients
* Assist patients in getting ready for the day and night
* Most of CNA responsibilities.

**Boston Market,** Ludlow, MA June 2008-August 2010

***Cashier***

* Provided superior customer service.
* Handled all cash and credit transaction accurately.
* Responsible for keeping work area clean and organized at all times.
* Balance of register drawers
* Responsible for food preparations.

Training

* CPR certification from the American Heart Association
* Trained in both OSHA and HIPAA guidelines.
* Certified Nurses Aid
* Alzheimer’s Certified