

# Aliya Jackson

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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.

## Education

### Associate of Applied Science (A.S.S.) Medical Assistance

University of Syracuse,  
New York, NY  
September 2011 - May 2013

## Key Skills

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

## Certifications

- Certified Medical Assistant,  
American Association of  
Medical Assistants, 2013
- Certified Phlebotomy  
Technician (CPT), NPA, 2013

## Professional Experience

### Certified Medical Assistant

Manhattan Medical, New York, NY | November 2015 - Present

- Manage five front office staff for a medical practice with over 8K active patients, assigned responsibilities, evaluated performance, and coordinated scheduling
- Oversee calendars and appointments for four physicians and three nurse practitioners, minimizing patient wait 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

### Certified Medical Assistant

St. Anthony's Hospital, New York, NY | May 2013 - November 2015

- Supported registered nurses in performing examinations, delivering treatment, and providing high-quality care to patients in a hospital with 300+ 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