

Professional Experience

Medical Office Specialist

MedExpress Urgent Care, San Diego, CA| October 2018 - Present

- Manage daily office operations for urgent care with over 20+ patients per day, conduct scheduling for four physicians, six nurses, and eight medical assistants, and perform intake for walk-in patients to gather medical information
- Communicate with patients suffering from physical pain and distress, gather insurance information, create payment plans, and provide emotional support
- Organize patient records, conduct purchasing for office and medical supplies, and track invoices and patient accounts using Microsoft Excel

Medical Office Specialist

Taylor and Singh Medical Office, San Diego, CA | May 2017 - October 2018

- Provided administrative support to a medical office with three physicians, performed appointment scheduling, fielded phone inquiries from patients, obtained medical information, and managed telehealth scheduling in the patient portal
- Conducted purchasing for office supplies and interfaced with vendors to reduce expenses by 10% through negotiating new pricing agreements

Education

Bachelor of Arts (B.A.) Communication

University of San Diego, San Diego, CA | September 2013 - May 2017

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A Medical Office Specialist with five years of experience specializing in office administration, calendar management, operational support, and patient relations. A proven track record of delivering administrative support to reduce patient delays and increase satisfaction.

Key Skills

- Office Management
- Operations Support
- Patient Relations
- Communication
- ♦ Electronic Medical Records (EHR)