

LEE ETTA NORRIS

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Summary:

With the consistent track record of success in achieving a broad range of goals throughout my career I am a Medical Assistant with 8+ years of experience since completing my training at Kaplan College and working in the medical field I would like the opportunity to use the skills that I have obtained to further my career in the medical field. Accomplished and energetic individual with a solid history of achievement in being in the medical field. Motivated leader with strong organizational and prioritization abilities. I am a dedicated and loyal employee and when given the chance I excel in my day to day duties, I understand the pressure of an ever-changing work dynamic and can think outside the box, my resume is quite detailed but it cannot fully profile in the manner of which I have been successful.

SKILLS:

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| • Patient Care and compassion for others | Team Player |
| • Active Listening | Computers |
| • Time Management | Critical thinker |
| • Responsible | Dedicated |

Experience:

Office Manager Cheryl Vallie CFNP Family Practice Midland, TX

Apr 2016 Nov 2016

Direct, supervise work activities of medical, nursing, technical, clerical, service, maintenance and other personnel. Direct or conduct recruitment, hiring of personnel. Establish work and patient scheduling, according to availability. Maintain awareness of computerized data processing technology, government regulations, health insurance changes, and financing options. Collections, and patient care, Develop and maintain computerized record management systems to store and process data. Acting as the first port of call for all office issues. Answering patient calls, letter and other appropriate correspondences. Handling staff grievances, evaluations and performance issues. Responsible for providing assistance where necessary across the team and making sure the day to day operations of the office run smoothly. Understanding all of the compliance requirements of a medical office. Schedule and confirm

appointments for clients, customers, or supervisors. Make copies of correspondence or other printed material. Locate and attach appropriate files to incoming correspondence requiring replies. Operate electronic mail systems and coordinate the flow of information, internally or with other organizations, Maintain scheduling and event calendars.

Office Manager/Medical Dr. John M. Worrell Jr. MD. Midland, TX Aug 2010—May 2016

Answer telephones take messages, set up referrals for continued patient care, calling pharmacy to set up medication refills, set up home care services for patient needs, schedule procedures for patient care. Collect and deposit money into accounts, disburse funds from cash accounts to pay bills or invoices, keep records of collections and disbursements, and ensure accounts are balanced. Set up and manage paper filing systems, recording information, updating paperwork, or maintaining documents, such as appointment records, missed appointments and other correspondence, or other material. Operate office equipment, such as fax machines, copiers, arrange for repairs when equipment malfunctions. Open, read, incoming mail or other materials and answer routine letters. Provide services to customers, such as order placement or account information. Conduct searches to find needed information, using such sources as the Internet. Order and dispense supplies. Able to obtain vital signs.

Dietary Aide (Head Cook) Legacy Ranch JEA Midland, TX Aug 2013-Apr 2016

Observe patient food intake and report progress and dietary problems to dietician. Prepared major meals, following recipes and determining group food quantities. Obtain and evaluate dietary histories of individuals to plan nutritional programs. Analyze menus or recipes, standardize recipes, or test new products. Supervise food production or service or assist dietitians or nutritionists in food service supervision or planning. Plan menus or diets or guide individuals or families in food selection, preparation, or menu planning, served over 60 residents and set up special menus for holiday parties provided a dining experience that was special and memorable for the residents and their families.

Medical Assistant West Texas Orthopedics Dr. Jerry L. Cochran Midland, TX Jul 2011—Aug 2015

Record patients' medical history, vital statistics, or information such as test results in medical records. Prepare treatment rooms for patient examinations, keeping the rooms neat and clean. Interview patients to obtain medical information and measure their vital signs, weight, and height. Authorize drug refills and provide prescription information to pharmacies. Clean and sterilize instruments and dispose of contaminated supplies. Show patients to examination rooms and prepare them for the physician. Explain treatment procedures, medications, diets, or physicians' instructions to patients. Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures. Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing. Contact medical facilities or departments to schedule patients for tests or admission. Administer routine diagnostic tests. Inventory and order medical office supplies and equipment. Assisted the doctor during surgery procedures.

Medical Assistant: Kaplan College Midland, TX

Certificate 2010

Dunbar High School Basics: Lubbock, TX

Diploma 1981