

# DONIQUEA SHAW

201 Crystal Lake Dr Desoto, Tx 75115 214-517-6641  
email:doniqua.hayes@yahoo.com

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## CERTIFIED MEDICAL ASSISTANT

CMA with experience in a multiphysician pediatric cardiology practice and additional healthcare experience on an inpatient progressive care unit as an HUC. Known for providing premium patient care. Skills include:

- *Patient Satisfaction*
- *Medical Billing & Coding*
- *Medical Records Management*
- *Data Entry* — *Bookkeeping & Filing*
- *Taking Patient Vitals*
- *Blood Draws*
- *Injections* — *Patient Scheduling*
- *EKG's*
- *Patient Education*
- *HIPAA & JCAHO Knowledge*

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### Education

**Certified Medical Assistant (CMA)**, 1999-Present

**Health Unit Coordinator (HUC)**, 2005-Present

**Certified in First Aid & CPR**, 1998-Present

**High School Diploma**, Townview Magnet Center — Dallas, Tx

1997

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### Professional Experience

**Health Unit Coordinator / Front Office MA**

2005 - Present

Parkland Health & Hospital System, Cardiac Telemetry, Dallas, Texas

Serve as a key member of interdisciplinary healthcare team for a busy cardiac telemetry unit. Assist various MDs as well as the RN team in ensuring optimal patient care and smooth daily functioning of unit.

- Consistently praised for efficient handling of administrative duties (e.g., answering phones, scheduling appointments, maintaining medical records, patient processing, billing and bookkeeping) that allowed doctors and nursing staff to focus on the health concerns of their patients.
- Ensured the cleanliness, sanitation and maintenance of all facilities, exam rooms and equipment.
- On several committees to improve patient satisfaction and hand hygiene. Efforts ensured compliance with HIPAA, JCAHO and OSHA regulations.
- Reacted calmly and effectively in emergency situations, and added the personal, caring touch that immediately put patients at ease.
- Demonstrated proficiency in admitting patients, taking vital signs, as well as in performing venipunctures, EKGs, and urinalysis

**Senior Medical Assistant**

2000-2005

Children's Medical Center of Dallas, Cardiology Clinic, Dallas, Texas

- Demonstrated proficiency in taking patient medical histories and vital signs, as well as in performing venipunctures, injections and various diagnostic procedures (e.g., EKGs, chemistry analysis, hematology, urinalysis)

- Prioritize patient daily care according to acuity and scheduled patient procedures. Solved problems within the guidelines established by the company's policies and procedures.
  - Perform preventive maintenance on emergency equipment and utilized PC to enter and retrieve patient data.
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