

Sharnice Coward

Medical Secretary - Wynnewood Chiropractic

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Sharnice-Coward/adb50dfbf90bfdab](https://www.indeed.com/r/Sharnice-Coward/adb50dfbf90bfdab)

To secure employment where my customer service experience will directly contribute to company's objectives and be equally rewarded.

WORK EXPERIENCE

Certified Medical Assistant (CMA)

Crozer Keystone Health System - Upland, PA - September 2015 to Present

Responsibilities

Answered multiple telephone lines, and recorded and delivered messages in timely fashion.

- Received and greeted patients as well as internal and external parties in courteous and professional manner.
- Triageed patients; collected vital signs and patient intake.
- Prepared exam rooms and patients for treatment.
- Scanned lab reports, radiology reports and correspondences into charts.
- Provided patients and outside providers with medical records.

Medical Secretary

Wynnewood Chiropractic - Philadelphia, PA - January 2014 to September 2015

Answered multiple telephone lines, and recorded and delivered messages in timely fashion.

- Received and greeted patients as well as internal and external parties in courteous and professional manner.
- Prepared and organized patient charts and updated with specialist correspondence.
- Provided patients with confirmations and courtesy reminder call.
- Assists patients on and off therapy benches.
- Maintains cleanliness of office.

Certified Medical Assistant

Delaware Valley Community Health - Philadelphia, PA - September 2013 to November 2013

Answered multiple telephone lines, and recorded and delivered messages in timely fashion.

- Received and greeted patients as well as internal and external parties in courteous and professional manner.
- Triageed patients; collected vital signs and patient intake.
- Prepared exam rooms and patients for treatment.
- Scanned lab reports, radiology reports and correspondences into charts.
- Provided patients and outside providers with medical records.

Certified Medical Assistant

St. Christopher's Hospital for Children - Philadelphia, PA - April 2011 to September 2012

Certified Medical Assistant

Physician's Billing Solutions, Inc - Cynwyd, PA, US - April 2010 to April 2011

in a hospital nephrology department.

- Prepared and organized patient charts and updated with specialist correspondence.
- Pulled and filed charts for weekly patient appointments.
- Answered multiple telephone lines, and recorded and delivered messages in timely fashion
- Received and greeted patients as well as internal and external parties in courteous and professional manner

- Delivered timely and accurate patient registration including: insurance verification, co-pay collection.
- Performed routine laboratory tests
- Triaged patients; collected vital signs and patient intake
- Prepared exam rooms and patients for treatment
- Provided patients with confirmations and courtesy reminder call.
- Implemented proficiency in various practice management software, including IDX, Next Gen, Care 360, Passport and Navinet
- Performed Fee Ticket Review and Daily Batching

Medical Assistant Extern

St. Christopher's Hospital for Children - Philadelphia, PA - March 2010 to April 2010

Performed duties as Certified Medical Assistant in a hospital primary pediatrics department.

- Prepared and organized patient charts and updated with specialist correspondence.
- Pulled and filed charts for weekly patient appointments.
- Received and greeted patients as well as internal and external parties in courteous and professional manner
- Triaged patients; collected vital signs and patient intake
- Prepared exam rooms and patients for treatment
- Provided patients with confirmations and courtesy reminder call.

Customer Service/Cashier

Popeye's - Philadelphia, PA - April 2008 to August 2008

Customer Service/Cashier

Taco Bell - Philadelphia, PA - June 2007 to July 2008

Responsibilities

Provided good service to all customers by maintaining a friendly environment.

- Applied knowledge of all the products available in the store.
- Maintained accurate records of the sale of goods and services, without any errors.
- Acted as medium of communication between the customer and the management.
- Received the amount of purchase in form of cash, credit cards, or automatic debits.
- Calculated the total payment at the end of the day,
- Made sure that enough cash was available at the counter for paying the balance to the customer.

Customer Service/Cashier

Wendy's - Philadelphia, PA - September 2006 to April 2007

Provided good service to all customers by maintaining a friendly environment.

- Applied knowledge of all the products available in the store.
- Maintained accurate records of the sale of goods and services, without any errors.
- Acted as medium of communication between the customer and the management.
- Received the amount of purchase in form of cash, credit cards, or automatic debits.
- Calculated the total payment at the end of the day,
- Made sure that enough cash was available at the counter for paying the balance to the customer.

EDUCATION

Diploma in Medical Assistant Certification

Harris School of Business - Upper Darby, PA

July 2009 to April 2010

GED

Community Learning Center - Philadelphia, PA
September 2007 to June 2008