


JENNY MA

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 Whitestone, NY 11357

PROFESSIONAL SUMMARY

Aspiring UI Designer based in NY, with a passion to design and create. Efficient problem solver with skills in teamwork and delivering projects on time. Passionate about designing and create ideas, bringing them to life. Dedicated to creating inviting and exciting interfaces for everything from simple open-source applications to complex proprietary systems.

SKILLS

- Interface Design
- Usability Testing
- Figma (Design Software)
- Adobe XD
- VS Code
- Wireframing
- Prototyping

EDUCATION

**Queensborough Community
College of The City University of
New York**
Oakland Gardens, NY

CareerFoundry
04/2023

UI Design
Online boot camp that specialized in
UX, UI, Data Analysis, and Web
Development courses.

CERTIFICATIONS

- UI Immersion, CareerFoundry -
March 11, 2023
- Intro to UI Design,
CareerFoundry - June 11, 2022

WEBSITES, PORTFOLIOS, PROFILES

- <https://www.behance.net/jennyma4>

WORK HISTORY

Combined Insurance - Insurance Agent
01/2022 - 01/2023

- Analyzed customer needs to provide customized insurance solutions.
- Approached potential clients by using direct marketing mailings and phone contacts.
- Researched and identified potential new markets.
- Prepared and reviewed insurance applications to verify compliance with regulations.
- Determined client needs and financial situations by listening and scheduling fact-finding appointments.
- Identified potential risks in client businesses and recommended appropriate insurance coverage.
- Maintained high standards of customer service by building relationships with clients.
- Conducted annual reviews of existing policies to update information.
- Created detailed reports for management to track performance and sales.
- Responded to customer calls swiftly to resolve issues and answer questions.
- Conducted research and identified market trends to develop better strategies for sales.

Northwell - Medical Receptionist
12/2020 - 12/2022

- Coordinated referrals through insurance and other medical specialists and documented details in patient charts.
- Coordinated patient scheduling, check-in, check-out and payments for billing.
- Managed office logistics by scheduling appointments, maintaining files and collecting payments.
- Frequently double-checked patient histories and current information while scheduling follow-ups and other appointments.

- Greeted and interacted with patients to provide information, answer questions and assist with appointment scheduling.
- Completed administrative patient intakes with case histories, insurance information and mandated forms.
- Maintained current and accurate medical records for patients.
- Conducted patient intake interviews, recording and documenting relevant information.
- Checked patient insurance, demographic, and health history to keep information current.
- Assisted with medical coding and billing tasks.
- Processed medical insurance claims and payments.

New York Presbyterian Queens - Medical Assistant

06/2018 - 09/2020

- Explained procedures to patients to reduce anxieties and increase patient cooperation.
- Documented vital signs and health history for patients in clinic and hospital environments.
- Scheduled appointments, registered patients, and distributed sample pharmaceuticals as prescribed.
- Followed appropriate procedures to minimize patient's exposure to radiation.
- Answered telephone calls to offer office information, answer questions, and direct calls to staff.
- Assisted physicians with minor surgeries, including preparing operating room and sterilizing instruments.
- Collaborated with medical and administrative personnel to maintain patient-focused, engaging and compassionate environment.
- Helped improve patient outcomes by educating and advising on relevant treatments and care.
- Implemented care and efficiency improvements to support and enhance office operations.
- Updated inventory, expiration and vaccine logs to maintain current tracking documentation.
- Obtained client medical history, medication information, symptoms, and allergies.

LANGUAGES

English

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Native or Bilingual

Chinese (Mandarin)

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Native or Bilingual