

KHOA (KEVIN) NGUYEN

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PROFILE

Enthusiastic, thoughtful, committed, and detail-oriented individual with the ability to multitask, work, and communicate well with others in a fast-paced environment. Able to successfully bring forth a friendly attitude toward clients to provide great customer satisfaction and service.

SKILLS

- Comprehensive knowledge of California real estate laws and regulations
- Excellent written and verbal communication
- Time management and organizational skills
- Digital marketing and social media promotion expertise
- Strong attention to detail and compliance monitoring
- HIPAA trained
- Proficiency in Microsoft Office
- Customer Service/Relations
- Excellent telephone etiquette
- Bilingual in Vietnamese and English
- Food Handler Certificate (expired in 2028)

PROFESSIONAL EXPERIENCE

COASTLINE ORTHOPAEDIC | FOUNTAIN VALLEY, CA | MAY 2025 –AUGUST 2025

Front Desk Checkout

- Welcomed patients and ensured they had a smooth and friendly checkout experience after their appointments.
- Scheduled follow-ups, answered questions, and helped coordinate next steps in their care.
- Handled payments, insurance info, and billing questions clearly and professionally.
- Worked closely with the medical team to keep things running on time and avoid long waits.
- Helped keep patient records accurate and up-to-date, always maintaining HIPAA compliance.

GARDEN PARK CARE CENTER | ORANGE, CA | MARCH 2025 –MAY 2025

Receptionist, Activity Assistant

- Greeted and directed residents, families, visitors, and staff, ensuring a positive and welcoming experience.
- Answered and directed incoming calls, providing accurate and comprehensive information, and recorded messages with precision.
- Managed the front desk area, maintaining a clean, organized, and professional environment to create a positive first impression.
- Provided comprehensive administrative support, including photocopying, faxing, and meticulous filing of documents.
- Efficiently assisted with resident admissions and discharges, ensuring all necessary paperwork was completed accurately and promptly.
- Maintained resident records with the utmost confidentiality, adhering strictly to HIPAA regulations and ensuring data integrity.
- Received and distributed mail and deliveries to residents and staff, ensuring timely and accurate delivery.
- Promptly and professionally handled inquiries and resolved issues, demonstrating effective problem-solving skills and a commitment to resident satisfaction.
- Collected and processed payments for resident services, maintaining accurate financial records.
- Collaborated effectively with other departments to ensure seamless operations and the highest quality of resident care.
- Assisted with special events and activities for residents, contributing to a positive and engaging environment.

OC DIABETES AND ENDOCRINOLOGY | FOUNTAIN VALLEY, CA | OCTOBER 2021 – OCTOBER 2022

Medical Assistant, Physical Therapist

- Comply with all federal and state laws, rules, regulations, policies, and procedures while assisting in daily operational duties.
- Conduct vital signs and blood glucose checks.
- Provide high-quality patient care for individuals managing diabetes and endocrine disorders, ensuring optimal clinical outcomes.
- Perform administrative duties, including patient intake, scheduling, and maintaining accurate medical records.
- Assist physicians with exams, vitals, and blood glucose checking, ensuring patient comfort and efficient clinic operations.
- Administer therapeutic massages to help improve circulation, reduce stress, and alleviate pain for diabetic patients.
- Educate patients on lifestyle changes, self-care routines, and the benefits of massage in diabetes management.

- Maintain a clean, organized, safe environment that adheres to all OSHA and HIPAA guidelines.

UMC | FOUNTAIN VALLEY, CA | MARCH 2021 – JUNE 2021

Medical Assistant, Physical Therapist

- Prepare detailed reports and summaries for physician review.
- Collect and document patients' chief complaints and medical histories.
- Assist patients in completing forms and applications with accuracy and care.
- Measure and record vital signs, including blood pressure, heart rate, and temperature.
- Perform therapeutic massages to enhance patient comfort and improve circulation.

TOP IMAGING MRI, X-RAY, AND ULTRASOUND | GARDEN GROVE, CA | MAY 2020-JUNE 2020

Front Office Receptionist

- Efficiently answered multi-line phone systems and processed a high volume of requests.
- Schedule and manage patient appointments to optimize clinic workflow.
- Coordinate referrals by contacting insurance providers and physician offices.
- Assist patients with completing forms and applications accurately and efficiently.
- Verify insurance coverage and eligibility to ensure seamless billing and patient services.

MICHAEL'S DAO M.D. | GARDEN GROVE, CA | FEBRUARY 2020 – MARCH 2020

Massage Therapist

- Monitor and record clients' vital signs to ensure safety during sessions.
- Assist with front desk tasks, including scheduling appointments and managing client records.
- Perform therapeutic massages tailored to individual client needs to promote relaxation and improve well-being.

FOUNTAIN VALLEY HOSPITAL | FOUNTAIN VALLEY, CA | AUGUST 2017 – MARCH 2018

Student Volunteer

- Assisted in meeting patients' needs during daily rounding to ensure comfort and satisfaction.
- Provided escort services to help patients navigate to various hospital departments and appointments.

EDUCATION

Bachelor of Health Science

California State University of Long Beach, Long Beach, CA – Graduated May 2024
2024 President's Honor Award

Associate Degree in Liberal Arts

Orange Coast College and Golden West College, Costa Mesa, CA – Graduated 2021

High school GED

La Quinta High School, Westminster, CA 92683—June 2018