

Ezekiel Pilar

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Objective

Detail-oriented and organized Medical Secretary with over 5 years of experience in healthcare administration. Skilled in handling patient inquiries, scheduling appointments, and maintaining medical records. Dedicated to providing compassionate and efficient support to both medical staff and patients in a fast-paced environment.

Professional Experience**Medical Secretary**

Healthway Medical Center — Los Angeles, CA

March 2019 – Present

- Manage patient scheduling, appointment reminders, and follow-up calls, maintaining a streamlined and patient-centered workflow.
- Ensure accurate patient recordkeeping, updating information in electronic health records (EHR) and hard copy files in compliance with HIPAA regulations.
- Assist physicians and medical staff with administrative tasks, including preparing and organizing patient charts and reports.
- Serve as the primary contact for patient inquiries, addressing concerns, and coordinating information with medical teams to ensure quality patient care.
- Process billing, insurance claims, and payments with attention to detail, contributing to the clinic's revenue cycle management.

Administrative Assistant

MediHelp Health Clinic — San Diego, CA

January 2016 – February 2019

- Provided front-desk assistance, greeted patients, and managed high call volumes, reducing patient wait times by 20%.
- Coordinated and scheduled patient appointments, lab tests, and follow-up visits, handling rescheduling and cancellations.
- Organized and maintained confidential patient files, adhering strictly to data protection policies.
- Assisted with insurance documentation, including patient eligibility verification and claims processing.
- Supported physicians by transcribing medical notes, preparing exam rooms, and ensuring timely updates to patient records.

Education

Associate Degree in Medical Office Administration
California Community College — San Diego, CA
Graduated: May 2015

Skills

- **Administrative Skills:** Appointment scheduling, patient records management, insurance claims processing
- **Technical Skills:** Proficient in Microsoft Office Suite (Word, Excel, Outlook), experience with Electronic Health Records (EHR) systems such as Epic and Cerner
- **Soft Skills:** Strong organizational abilities, excellent communication and interpersonal skills, empathy and patience in dealing with patients
- **Certifications:** HIPAA Compliance Certification

Professional Affiliations

- Member, American Association of Medical Assistants (AAMA)
- Certified Medical Administrative Assistant (CMAA), National Healthcareer Association