

Michael Phan

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Mobile: (480)-745-0146 Email: michaelphan35@gmail.com

Profile:

Organized and self-motivated worker capable of working individually and in a team environment

Education:

Pima Medical Institute-Mesa, AZ

February 2020

- Medical Assisting Certificate—GPA: 4.0

Bachelor of Health Sciences, Arizona State University,

December 2017

- Major: Health Sciences—GPA: 3.98

Professional Experience:

Front Desk Manager,

June 2020- May 2021; April 2019—June 2019

Citrus Medical Clinic:

- Created training manuals to help train new employees on, insurance verification, scheduling, and payment collection
- Improved how patient protected health information is organized. This improved ease of access to PHI and response time to medical records request from other clinics, insurance

Front Desk assistant,

April 2019—May 2020

Vitality Natural Health Care

- Created a new template for our patient's treatment plan to promote clarity and conciseness in their treatment plans
- Helped supervisor create a shipment checklist that help reduce shipping errors
- Created templates for Dr.'s notes, letters of medical necessity and referral letters that allowed the office to better and more quickly address patient needs

Barista,

April 2018 – April 2019

Starbucks:

- Voluntarily took over tip distribution for the store, refined how tips were counted and trained multiple baristas on tip distribution
- Reorganized the store's inventory room and managed incoming deliveries of incoming supplies alone

Skills:

- quick learner
- self-motivated
- task-oriented but is able to multitask on multiple projects