

Michael Phan

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Education

University of Arizona | Bootcamp

Full Stack Web Development

Graduated date: July 2021

Pima Medical Institute | Certificate

Medical Assistant

Graduated date: February 2020

Arizona State University | Bachelors

Bachelor of Health Sciences

Graduated date: December 2017

Professional Experience

Server

August 2022-February 2023

Happy Baos:

- Serviced customers by taking their food orders
- Helped trained new employees within 2 months of working there

Barista

March 2022- May 2022

Boba Cutea:

- Helped open a new branch location in Chandler, Arizona
- Trained new employees
- Tracked and managed inventory and created a new storage setup to maximize the amount of space that was able to be used.

Front Desk Manager, April 2019—June 2019; June 2020- May 2021; August 2021—March 2022

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,
Starbucks:

April 2018 – April 2019

- 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