

Amherst Candidate #1

PROFESSIONAL PROFILE

Responsive **Medical Assistant** student who performs efficiently in fast-paced environments. Ability to work collaboratively with others.

- Interacts effectively with a diverse clientele
- Strong work ethic and works efficiently within a team or independently
- Dedicated, compassionate, diligent and meticulous
- Excellent under pressure and in high/fast paced situations

SKILLS SUMMARY

- OSHA, CPR, HIPPA Training
- Electronic Health Records
- Microsoft Word, Excel, PowerPoint
- Medical Terminology

EDUCATION

Bryant & Stratton College, Amherst, New York

AAS Degree: Medical Assisting – Graduation Date: April 2021

RELATED COURSEWORK: Practices in Analytic Reasoning & Clinical Thinking, Medical Office Systems/Electronic Records, Health Care Reimbursement/Billing Emphasis, Introduction to Health Care, Clinical, Procedures, Pharmacology, Anatomy & Physiology, Medical Laboratory

PROFESSIONAL EXPERIENCE / WORK HISTORY

Great Lakes Surgical, Lockport, New York

2021

Medical Assistant Intern (160 Hours)

- Roomed patients; updated patient demographics
- Cleaned/sanitized exam rooms
- Obtained accurate vitals
- Data entry – EHR system; Eclinicalworks
- Scheduled appointments
- Sterilized instrument packs utilizing Autoclaves; documented process

Dr. Syed Raza, Medina, New York

11/2019 – 10/2020

Medical Assistant

- Efficient handling of administrative duties (answering phones, scheduling appointments, maintaining medical records, processing patients)
- Demonstrated proficiency in taking patient medical histories and vital signs, as well as in performing venipunctures, injections and diagnostic procedures and ancillary tests
- Ensured the cleanliness, sanitation and maintenance of all facilities, exam rooms and equipment.

Dunkin Donuts, Lockport, New York

2018 – 2019

Cashier

- Operated point of sale system and keep assigned area fully stocked and clean
- Acknowledge the presence of customers when they show up, and attend to them politely
- Assisted customers and answered questions in a friendly manner
- Provide professional responses to queries and complaints of customers
- Followed all established procedures for documenting errors in cashing procedures

Dial America, Buffalo, New York

2015

Sirius XM Agent

- Answered customer requests or inquiries concerning services, products, billing, etc.
- Delivered superior service identifying and resolving customers' issues using problem-solving skills
- Built positive rapport across a variety of personality types
- Continually maintained a working knowledge of our clients' products, services and promotions
- Documented all customer information, communications and sales in CRM system