

Client Name

XXX East 23rd Street, #XX
New York, NY 100XX
M: (917) 555-8727 • E-mail: e-mail@aol.com

Medical Office Specialist & Administrative Assistant

Excellent people skills; enjoy assisting clients and patients. Motivated and independent while thriving as team player. Self-starter who meets deadlines and requirements while performing multiple tasks. Proficient at handling all support staff functions. **Interface with pharmaceutical and insurance representatives and vendors.**

HIGHLIGHTS

- Provide high-level front- and back-office support for full-service primary care facility.
- Ability to put patients at ease and explain physician instructions clearly.
- Well-organized and efficient with excellent follow-through on problems and inquiries.
- Work well in a fast-paced environment with ability to remain calm in a crisis.

SKILLS

- Word Processing & Formatting
- Record Keeping/File Maintenance
- Knowledge of HMOs, PPOs & POS
- Database Management/Spreadsheets
- CD-9 & CPT Coding
- Medical Terminology
- Cash Management
- Data Entry & Invoices
- Event Planning Assistance
- Billing & Transcriptions
- Multi-line Telephone / Switchboard
- Appointment Scheduling

Computer Knowledge: Microsoft Word, Excel, Access, Publisher, Outlook, and the Internet.

Typing Speed: 70 wpm

Medical Front & Back-Office Support

- ✓ Generated up to 1,000 referrals per month, supervising one Coordinator.
- ✓ CD-9 & CPT coding as well as explanation of insurance distinctions to patients and doctors.
- ✓ Distributed and explained test results to patients.

Office Administration & Planning

- ✓ Organized and coordinated business meetings and special events for up to 50 people.
- ✓ Ordered office supplies and maintained inventories.
- ✓ Maintained office machinery, generated reports, and oversaw mail services.
- ✓ Managed building schedule, including rental and contract agreements.

Record Keeping & Cash Management

- ✓ Accepted and recorded patient co-pays.
- ✓ Administered customer data and shipping inventories.

Executive Assistance

- ✓ Served as gatekeeper for senior staff and liaised with guests from all socio-economic backgrounds.
- ✓ Maintained senior-staff calendar and handled scheduling activities.
- ✓ Drafted letters and notices.

WORK HISTORY

Opera Singer • Shreveport Opera, Shreveport, LA	2003 – Present
Administrative Assistant/Office Manager • St. Peter's Church, New York, NY	2001 – 2003
Referral Coordinator • Health First Medical Group, Ft. Worth, TX	2000 – 2001
Administrative Assistant • Whispering Coyote Press, Dallas, TX	1998 – 2000

EDUCATION

B.S., Opera Performance, 2000
Southern Methodist University, Dallas, Texas