
SUMMARY

Highly dependable and supportive individual with the sound understanding of medical support and clerical tasks. Outstanding communication skills as well as great customer service capability. Enthusiastic to obtain a position as a medical assistant.

- Patient Care
- Clinical Skills
- Database Administration
- Medical Procedures
- Customer Service
- Records Management
- Administrative Support
- Microsoft Office

EDUCATION

BRYANT & STRATTON COLLEGE | Buffalo, NY

A.A.S., MEDICAL ASSISTING | December 2020

- Introduction to Healthcare
- Medical Terminology
- Healthcare Reimbursement/Billing Emphasis
- Pharmacology
- Computing Skills
- Medical Laboratory
- Clinical Procedures
- Medical Office Procedures/Electronic Records

EXPERIENCE

ST. VINCENT'S MEDICAL CENTER | Buffalo, NY

MEDICAL ASSISTANT INTERNSHIP | December 2020 – January 2021

- **Manage communications.** Conveyed a large variety of information to patients, supervisors, coworkers, and others through postal mail, e-mail, telephone communication, video conferencing, and personal communication.
- **Maintaining health records.** Helped in the completion and updating of patient charts and other records while meeting HIPAA regulations.
- **Relaying messages.** Answered phone calls, take messages, and relay messages to doctors, nurses, and other staff members accurately.
- **Scheduling appointments.** Scheduled patient appointments according to the guidelines and practices of the office.

COMMUNITY SERVICES FOR EVERY 1 | Buffalo, NY

DIRECT SUPPORT PROFESSIONAL | July 2014 – November 2018

- Assisted clients with daily personal tasks, including bathing and dressing.
- Completed housekeeping tasks such as vacuuming, washing dishes and tidying.
- Helped plan client appointments and organize a schedule.
- Organized with transportation arrangements to appointments.
- Shopped for groceries and prepared meals that meet specific client dietary needs.
- Encouraged client engagement in social networks and communities.

WALMART | Amherst, NY

CASHIER | March 2013 – May 2014

- Welcomed customers, answered their questions, helped them locate items, and provided advice or recommendations.
- Operated scanners, cash registers, and other electronics.
- Balanced the cash register and generated reports for credit and debit sales.
- Accepted payments, ensured all prices and quantities are accurate and provided a receipt to every customer.
- Processed refunds and exchanges, resolved complaints.
- Bagged or wrapped purchases to ensure safe transport.
- Followed all store procedures regarding coupons, gift cards.
- Maintained a clean workspace.