

CLERK-MED ASST01

- HIGHLIGHTS:** Excellent Interpersonal Skills Microsoft Office Suite
Highly Organized and Efficient Outlook/ Novell Knowledge
Exceptional Customer Service Skills Call Center Experience
Team Player Receptionist
Detail Oriented Good Leadership Skills
- EDUCATION:** National College Cincinnati, OH
A.A.S. - Medical Assisting Anticipated Graduation August 2010
- EXPERIENCE:** Deaconess Hospital Cincinnati, OH
Unit Clerk 2006 to Present
- Prepared and compiled records in nursing unit of hospital.
 - Recorded name of patient, address and name of attending physician to prepare medical records on new patients.
 - Assisted subordinates and supervisors in identifying and resolving problems.
 - Copied information, such as patient's temperature, pulse rate and blood pressure from nurses' records onto patient's medical records.
 - Recorded information, such as physicians' orders and instructions, dietary requirements and medication information, on patient charts and medical records.
 - Kept file of medical records on patients in unit.
 - Prepared notice of patient's discharge to inform business office.
 - Maintained high standards of excellence.
 - Requisitioned supplies designated by nursing staff.
 - Answered telephone and intercom calls.
 - Provided information and relayed messages to patients and medical staff.
 - Demonstrated effective presentation skills in increasing employee knowledge in medication product awareness programs.
 - Was instrumental in preparing patients for surgery.
 - Applied daily knowledge of Medi-Tech and Ansoft software.
- Hoxworth Cincinnati, OH
Customer Service Representative 2005 to 2006
- Recruited patients for blood drives in the internal and external clinics.
 - Processed appointments, answered questions and responded to concerns about blood donations.
 - Prepared weekly administrative reports for the Customer Care Supervisor.
 - Coached and mentored new customer service representatives in their positions.
 - Achieved perfect scores on phone monitoring evaluations.
 - Received Customer Service Award for providing positive feedback.