

[Your Name]

Accomplishments

- Appointed to a PACT (Patient Aligned Care Team).
- Fill in for Lead Medical Support Assistant for annual and sick leave.
- Achieved Medical Support Assistant Certificate from (blank) school and graduated with honors.
- Designed a new process that decreases patient check-in time thereby increasing patient satisfaction scores.
- Asked to train new employees due to my excellent customer service skills and ability to perform the duties of the Medical Support Assistant position.

Professional Experience

Medical Support Assistant-VA Medical Center, [City, ST]• [Month, Year]– Present

- Communicating/working effectively with a diverse population of patients, staff and external providers to acquire, clarify or give facts to exchange general and medical information.
- Processing patient transfers to various internal and external departments and/or facilities.
- Receiving patients and visitors in person or telephonically; recording, relaying messages and redirecting calls.
- Utilization of software to report patient movements, schedule appointments and required records or test results.

Medical Support Assistant-University Hospital, [City, ST]• [Month, Year]– [Month, Year]

- Receiving patients and visitors in person or telephonically; recording, relaying messages and redirecting calls

Nurses' Aide-Judson Home [City, ST]• [Month, Year]– [Month, Year]

- Assisted residents with bathing, eating, medication. Entered data in a computer.

Administrative Assistant-Cleveland Clinic, [City, ST]• [Month, Year] – [Month, Year]

- Typed correspondence for three doctors.

Administrative Support Clerk-ABC Nursing Home, [City, ST]• [Month, Year] – [Month, Year]

- Typed all correspondence for the residents of a 300-bed nursing facility.

Software Skills

Microsoft Office Products (Excel, Word), VistA, CPRS.

Education

[Degree Obtained]– [College Name], [City, ST]

[Degree Obtained]- [High School Name], [City, ST]

[Certificate Obtained]- [Name of School], [City, ST]