



# Eleanor Hodges

## Front Office Medical Assistant

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### STRENGTHS

- ♥️ **Patient-Centered Care**  
Focused on enhancing each patient's encounter by ensuring a warm and welcoming environment, solidifying trust.
- 📋 **Multitasking Abilities**  
Successfully handled multiple responsibilities simultaneously, ensuring optimal service even in peak times, leading to dependable operations.
- 💬 **Effective Communication**  
Demonstrated clear verbal skills while interacting with diverse patients and medical professionals, fostering understanding and collaboration.
- 👤 **Insurance Handling Expertise**  
Acquired considerable knowledge in verifying insurance details; strategically supported patients with complex questions, earning their appreciation.
- 👥 **Team Collaboration**  
Worked synergistically with medical staff to enhance clinic productivity and workflow, minimizing patient waiting times tremendously.

### SKILLS

Electronic Health Records (EHR)

Appointment Scheduling

Patient Care Insurance Verification

Customer Service

Medical Terminology Multitasking

Team Collaboration

Billing Inquiries

Communication Skills Data Entry

Organizational Skills

Time Management

### SUMMARY

Compassionate and organized medical assistant with over two years helping in busy healthcare settings. Proven strengths in patient interaction, managing front office functions, and efficiently organizing appointment schedules. Effectively maintained electronic health records while ensuring a seamless experience for patients during check-ins and check-outs. Excels in collaborating with clinical staff to boost operational efficiency and has ensured positive experiences through friendly communication. Committed to providing outstanding service and enhancing clinic operations with strong attention to detail in handling various administrative tasks.

### EXPERIENCE

#### Front Office Medical Assistant

CareWell Clinic 📅 June 2025 - Present 📍 Santa Barbara, CA

Support administration in a fast-paced medical environment, streamline patient processes, and manage interactions between patients and clinical staff to enhance care delivery.

- Greet an average of 50 patients daily, ensuring timely check-ins and maintaining accurate records for smooth operational flow.
- Optimize scheduling accuracy for appointments, significantly reducing wait times and maximizing provider efficiency.
- Enhance patient satisfaction by addressing inquiries regarding billing and insurance with comprehensive support tailored to their needs.
- Maintain updated electronic health records (EHR), facilitating quick access to information for clinician review.
- Collect copays at the time of check-in or out, following regulations and improving financial processes.
- Coordinate closely with clinical teams to ensure effective communication surrounding patient needs and minimize delays.

#### Administrative Assistant

HealthFirst Medical Center 📅 January 2025 - May 2025 📍 San Luis Obispo, CA

Provided foundational administrative support within a busy healthcare practice, bolstering patient intake procedures and assisting with scheduling.

- Managed incoming patient communications promptly, professionally addressing queries and directing calls as necessary.
- Facilitated accurate patient record management in the EHR system, which improved collection processes.
- Scheduled and confirmed patient appointments, contributing to organized clinic operations.
- Collaborated with clinical staff on insurance verifications effectively, thus expediting patient services.
- Assisted patients with documentation, preserving confidentiality while ensuring compliance with all regulatory standards.
- Supported staff with clerical duties to maintain efficient workflows across departments.

### LEADERSHIP & AWARDS

- Dean's List, California State University, San Luis Obispo, 2024
- Healthcare Excellence Award, HealthFirst Medical Center, 2025

### EDUCATION

#### Medical Assisting Diploma

California State University, San Luis Obispo 🎓 GPA: 3.8 📅 2025 📍 San Luis Obispo, CA

**Coursework:** Anatomy, Clinical Procedures, Pharmacology, Health Information Management

Front Desk Operations

Confidentiality Practices

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



- Front Office Medical Assistant at CareWell Clinic (1.1 Years)
- Administrative Assistant at HealthFirst Medical Center (4 Months)

## CERTIFICATIONS

- Certified Medical Assistant (CMA) 📅 2025
- Basic Life Support (BLS) Certification 📅 2025

## TECHNICAL SKILLS

- **Patient Management Systems:** Epic, NextGen, Cerner
- **Practice Management Software:** Athenahealth, Allscripts, Meditech
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Billing Software:** QuickBooks, NADA, Trizetto
- **Cloud Platforms:** Google Drive, Dropbox, OneDrive
- **Scheduling Tools:** Zocdoc, Calendly, Doodle
- **Documentation Standards:** HIPAA Compliance, ISO Standards, AAPC Guidelines
- **Insurance Processing:** ICD-10 Codes, CPT Codes, HCPCS Codes
- **Quality Assurance Methods:** Lean Six Sigma, DMAIC, Quality Circles
- **Training Tools:** Articulate Storyline, Adobe Captivate, eLearning Software

## PROFESSIONAL AFFILIATIONS

- Member, Student Medical Association, California State University, San Luis Obispo
- Volunteer, Community Health Outreach Program, San Luis Obispo

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST