

# Vera Hansen

## Medical Assistant

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📍 123 Health St, Rapid City, SD 57701

### STRENGTHS

- 🗣 **Empathetic Communication**  
Built rapport with patients through active listening and meaningful dialogue; recognized as a trusted resource among peers.
- 🔄 **Adaptability**  
Thrived in dynamic settings; quickly adjusted approaches based on varied patient needs and clinic demands.
- 👥 **Collaborative Spirit**  
Fostered strong partnerships with healthcare team members, enhancing workflow and service delivery through teamwork.
- 📄 **Detail-oriented Documentation**  
Maintained precise, clear patient records that facilitated superior continuity of care and clinician communication.
- ♥ **Patient-centric Focus**  
Prioritized patient needs effectively through thoughtful engagement, leaving a positive impact during their care experience.

### SKILLS

Patient care and documentation

Vital signs and EKG proficiency

Medication administration

Team collaboration

Strong communication skills

Time management

### LANGUAGES

English Native

Spanish Intermediate

### SUMMARY

Compassionate healthcare professional with over 2 years of experience as a Medical Assistant dedicated to providing patient-focused care. Proven ability in performing clinical tasks like vital signs, medication administration, and patient documentation while adhering meticulously to healthcare policies and procedures. Committed collaborator skilled in engaging effectively with multidisciplinary teams to enhance patient service quality. Focused on delivering empathetic support to patients, ensuring thorough understanding of care plans through education and clear communication. Eager to contribute to HealthFirst Medical Group by leveraging clinical expertise in a fast-paced ambulatory setting.

### EDUCATION

#### Associate of Applied Science in Medical Assisting

Rapid City Community College 🎓 GPA: 4.0 📅 2026 📍 Rapid City, SD

**Coursework:** *Clinical Procedures, Patient Care, Healthcare Ethics, Communications*

### TECHNICAL SKILLS

- **Clinical Tools:** EKG Machines, Vital Sign Monitors, Electronic Health Records
- **Patient Care Protocols:** Medication Administration Guidelines, Immunization Protocols, Patient Comfort Standards
- **Healthcare Certifications:** BLS Certification, MA Certification, CPR Training
- **Communication Systems:** Patient Management Systems, Telecommunication Tools, Reporting Software
- **Interdisciplinary Collaboration:** Team Meetings, Case Reviews, Patient Handoffs
- **Patient Education Materials:** Informational Brochures, Instructional Videos, FAQs
- **Laboratory Equipment:** Lab Analyzers, Specimen Collection Kits, Testing Supplies
- **Quality Improvement Practices:** Feedback Mechanisms, Process Mapping, Audit Protocols
- **Regulatory Compliance:** CLIA Standards, HIPAA Regulations, Safety Guidelines
- **Operational Maintenance:** Supply Ordering, Inventory Tracking, Cleanliness Standards

### EXPERIENCE

#### Medical Assistant Intern

Student Innovation Lab 📅 June 2025 - Present 📍 Rapid City, SD

Currently serving as a Medical Assistant Intern, responsible for supporting comprehensive patient care initiatives within the clinic environment. Engaged in direct patient interaction, contributing to patient well-being and satisfaction while collaborating closely with healthcare professionals.

- Assisted in preparing examination and treatment areas in compliance with established standards leading to improved operational efficiency.
- Conducted patient rooming procedures including accurate vital signs and data collection that enhanced provider readiness.
- Administered medications and immunizations accurately, ensuring all entries in patient records are precise and compliant.
- Performed EKGs and lab tests upon completion of required competency training, strengthening clinical service delivery.
- Collaborated with frontline healthcare staff to streamline patient workflows, reducing wait times and improving access to care.
- Provided targeted patient education utilizing approved materials, empowering patients in their care journey.

#### Clinical Assistant

University Health Clinic 📅 July 2024 - May 2025 📍 Rapid City, SD

## MY CAREER

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● Medical Assistant Intern at Student Innovation Lab (1.1 Years)

● Clinical Assistant at University Health Clinic (10 Months)

Functioned as a Clinical Assistant, partnering with nursing teams to deliver top-tier patient care and support smooth clinic operations. Played an essential role in managing clerical tasks and facilitating efficient patient interactions.

- Supported nursing staff to deliver high-quality patient care, demonstrating clear communication skills and effective teamwork.
- Managed scheduling of appointments and adhered closely to handling patient records, elevating administrative accuracy.
- Ensured meticulous documentation of patient encounters, reinforcing adherence to compliance frameworks.
- Participated in ongoing training for Basic Life Support and various clinical competencies, illustrating commitment to lifelong learning.
- Engaged directly with patients during visits, adeptly redirecting inquiries for optimal communication flow among providers.
- Cultivated familiarity with clinical best practices resulting from hands-on interactions and observation.

## LEADERSHIP & AWARDS

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- Dean's List, Rapid City Community College, 2024-2026
- First Place, University Health Hackathon, 2025

## CERTIFICATIONS

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- Medical Assistant-Certified (MA) 📅 2026
- Basic Life Support (BLS) 📅 2026

## PROFESSIONAL AFFILIATIONS

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- Member, Student Nursing Association, 2024-2026
- Volunteer, Rapid City Health Fair, 2025

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST