



Emily Johnson

Medical Assistant

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SUMMARY

Compassionate Medical Assistant with over three years of experience supporting patient care in diverse environments. Eager to assist healthcare providers through exceptional administrative support and robust communication. Consistently uphold strict standards of patient privacy and safety while contributing to quality healthcare experiences. Zealously committed to continued personal growth and excellence in the healthcare sector, fostering partnerships with medical professionals and ensuring efficient operations. Proven track record of high patient satisfaction by facilitating effective service delivery and education. Looking forward to applying skills at HealthPlus Services.

EXPERIENCE

Medical Assistant

Caring Hands Clinic | January 2023 - Present | Naperville, IL

Facilitate effective patient interactions while assisting healthcare providers. Leverage administration skills to streamline appointment scheduling and ensure compliance with regulatory standards.

- Prepare patients for examinations, ensuring comfort and understanding of procedures.
- Manage and maintain comprehensive patient records while adhering to health regulations.
- Educate patients about healthcare management, imparting knowledge on preventive care practices.
- Collaborate efficiently within a multidisciplinary team to enhance patient care delivery.

Medical Assistant

HealthWise Medical Center | June 2021 - December 2022 | Aurora, IL

Supported the healthcare team through direct patient care and seamless administrative processes to maximize efficiency and quality of service.

- Assisted nursing staff in various clinical tasks aimed at ensuring optimal patient care.
- Coordinated appointment schedules and insurance tasks with precision.
- Maintained a sanitary environment to uphold health and safety standards consistently.
- Addressed patient inquiries and concerns promptly, fostering a supportive atmosphere.

LEADERSHIP & AWARDS

- Recognition Award for Excellent Patient Care at Caring Hands Clinic, 2024
- Outstanding Service Award from HealthWise Medical Center, 2022

EDUCATION

Diploma in Medical Assisting

Springfield Technical College | GPA: 3.8 | 2021 | Springfield, IL

Coursework: Medical Terminology, Patient Care, Healthcare Regulations, Electronic Health Records

CERTIFICATIONS

- CPR Certification | 2023
- Certified Medical Assistant (CMA) | 2021

TECHNICAL SKILLS

- Medical Software Tools:** Epic, NextGen, Cerner
- Communication Tools:** Microsoft Teams, Zoom, Slack
- Health Compliance Standards:** HIPAA, OSHA, CLIA
- Patient Care Techniques:** First Aid, Vital Signs Monitoring, Infection Control

STRENGTHS

- Strong Communication Skills**
Practiced clear communication with patients and providers. Created trusting relationships responding effectively to concerns and instructions.
- Efficient Organization**
Successfully managed appointment scheduling to optimize daily operations; regularly received compliments for approach/focus.
- Team Collaboration**
Actively engaged in team discussions; often consulted by colleagues for input during complex situations.
- Patient-Centric Approach**
Ensured focus remained on the well-being of patients; peers recognized commitment to high-quality care delivery.
- Adaptability**
Reacted swiftly to changing priorities; distinguished team member during peak periods recognized for flexibility and problem-solving.

SKILLS

Patient Care | Medical Terminology

Electronic Health Records (EHR)

Time Management

Communication Skills

Scheduling Appointments

Regulatory Compliance

Clinical Support

Healthcare Education Multi-tasking

Problem Solving Attention to Detail

Interpersonal Skills Empathy

Professionalism

LANGUAGES

English Native

Spanish Proficient

MY CAREER



● Medical Assistant at Caring Hands Clinic (3.4 Years)

● Medical Assistant at HealthWise Medical Center (1.5 Years)

- **Scheduling Software:** Easy Scheduling, Zocdoc, Acuity
- **Documentation Practices:** SOAP Notes, Progress Reports, Verification Processes
- **Medical Supply Management:** Inventory Control, Order Tracking, Vendor Liaison
- **Training Programs:** Mentoring new employees, Refresher courses, Workshops
- **Data Entry Technologies:** Microsoft Office Suite, Google Workspace, Clarity
- **Surgery Assistance:** Pre-operative Prep, Post-operative Care, Sterile Technique

PROFESSIONAL AFFILIATIONS

- Member of American Association of Medical Assistants since 2021
- Volunteer at Local Health Fairs providing free screenings and patient education sessions

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST