

# Sophia Johnson

## Medical Assistant

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### STRENGTHS

- Empathy**  
Always engage with patients in a compassionate manner, greatly improving their comfort and confidence.
- Adaptability**  
Quickly adjust to dynamic situations in fast-paced environments, showing flexibility in meeting patient needs.
- Attention to Detail**  
Efficiently document information, minimizing errors and ensuring accurate patient records.
- Team Collaboration**  
Work closely with healthcare providers to create a unified approach, often becoming a trusted team member.
- Communication Skills**  
Articulate clear instructions and provide empathetic responses to address patient questions effectively.

### SKILLS

- Patient Care
- Medical Documentation
- Phlebotomy
- Vital Signs Assessment
- Office Administration
- Team Collaboration   Vital Checks
- Medication Education   Scheduling
- Insurance Verification
- Health Promotions
- Clinical Procedures
- Examination Support
- Patient Interaction
- Record Management
- Laboratory Tests

### SUMMARY

Compassionate Medical Assistant with four years of experience supporting primary care teams. Committed to delivering excellent patient care through effective communication and hands-on support in both clinical and administrative tasks. Skilled at documenting vital signs, managing patient records, and assisting healthcare professionals during procedures. Enthusiastic about fostering positive relationships with patients, ensuring timely assistance that enhances their overall experience. Eager to contribute expertise in a new environment while upholding high standards of professionalism and care. Continuously seeking opportunities for professional development in the medical field.

### EXPERIENCE

#### Medical Assistant

CareWell Clinic   May 2023 - Present   Skokie, IL

Dedicated team member in a busy clinic setting, providing quality patient support and efficiently performing clinical tasks. Collaborates with healthcare providers to ensure seamless patient interactions.

- Assist physicians during examinations, providing reassurance and maintaining confidentiality.
- Document patient medical histories, vital signs, and laboratory results promptly and accurately.
- Coordinate with front office staff to handle patient appointments and follow-up requirements.
- Ensure cleanliness and readiness of the examination rooms and medical equipment.

#### Medical Assistant

HealthPlus Services   January 2021 - April 2023   Evanston, IL

Key contributor in a healthcare setting, focused on enhancing patient satisfaction by providing hands-on assistance during visits. Supported medical practitioners through efficient task management.

- Assisted healthcare providers by taking patients' vital signs and preparing examination areas.
- Educated patients on medication management and wellness initiatives as part of ongoing health improvement strategies.
- Performed routine administrative duties, including filing, scheduling, and insurance inquiries.
- Facilitated a welcoming environment, gaining trust and encouraging open dialogue among patients.

#### Medical Assistant Intern

BrightCare Health Center   June 2020 - December 2020   Chicago, IL

Internship experience focused on patient care in a supportive clinical role. Gained exposure to numerous medical protocols and improved patient flow.

- Conducted vital checks and assisted with various office procedures under supervision.
- Participated in training sessions centered on patient record management and best clinical practices.
- Engaged with patients, addressing concerns and ensuring a friendly atmosphere throughout their visit.
- Shadowed experienced staff, absorbing valuable skills relevant to direct patient care and effectiveness.

### LEADERSHIP & AWARDS

- Certified Medical Assistant (CMA) - 2021
- Basic Life Support (BLS) Certification - 2021

### EDUCATION

#### Associate of Applied Science in Medical Assisting

Northwestern College   GPA: 3.8   2020   Chicago, IL

## LANGUAGES

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English Native

Spanish Intermediate

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## MY CAREER

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- Medical Assistant at CareWell Clinic (3.1 Years)
- Medical Assistant at HealthPlus Services (2.2 Years)
- Medical Assistant Intern at BrightCare Health Center (6 Months)

**Coursework:** *Clinical Procedures, Patient Care Techniques, Medical Office Management, Administrative Functions*

## CERTIFICATIONS

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- Certified Medical Assistant 📅 2021
- Basic Life Support Certification 📅 2021

## TECHNICAL SKILLS

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- **Clinical Skills:** Patient Assessments, Vital Signs Monitoring, Phlebotomy Techniques
- **Administrative Tools:** Electronic Health Records, Medical Billing, Appointment Scheduling
- **Infection Control:** Sanitation Protocols, Equipment Sterilization, Personal Protection
- **Patient Engagement:** Communication Strategies, Educational Outreach, Therapeutic Relationships
- **Time Management:** Task Prioritization, Efficient Workflow, Clinical Task Coordination
- **Documentation Best Practices:** Accurate Record-Keeping, Data Entry, Compliance Reporting
- **Emergency Preparedness:** Crisis Management, First Aid, Response Planning
- **Health Information Management:** Data Privacy, Security Protocols, Patient Confidentiality
- **Collaboration Tools:** Microsoft Office, Communication Software, Team Platforms
- **Healthcare Regulations:** OSHA Guidelines, HIPAA Standards, Legal Compliance

## PROFESSIONAL AFFILIATIONS

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- American Association of Medical Assistants (AAMA) Member
- Volunteer at Local Health Clinics, providing patient education and community health support.

## 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