

# Sophia Johnson

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## 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

May 2023 - Present

CareWell Clinic

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

January 2021 - April 2023

HealthPlus Services

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

June 2020 - December 2020

BrightCare Health Center

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

2020

Northwestern College GPA: 3.8

Chicago, IL

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

- **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

**SKILLS**

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

**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.

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**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