ETHAN MARTINEZ

Medical Office Secretary

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PROFESSIONAL SUMMARY

Accomplished Medical Office Secretary with 7 years of experience in optimizing patient workflows and administrative processes. Expertise in managing patient communications, scheduling appointments, and ensuring compliance with healthcare standards. Passionate about enhancing patient satisfaction and operational efficiency in dynamic medical environments.

WORK EXPERIENCE

Medical Office Secretary

Maple Leaf Consulting

Toronto, ON

- 1. Welcomed and verified patient information, ensuring accuracy for efficient service delivery.
- 2. Managed a multi-line phone system, providing timely assistance and information to callers.
- 3. Coordinated patient appointments, collecting co-payments and balancing cash registers accurately.
- 4. Demonstrated strong multitasking abilities while maintaining high standards of customer service.
- 5. Transcribed medical documents, ensuring clarity and compliance with regulations.
- 6. Translated medical terminology for patients, enhancing understanding of their care.
- 7. Provided routine information to callers, managing inquiries with professionalism.

Medical Office Secretary

Jun / 2018-Jun / 2021

₮ Portland, OR

Crescent Moon Design

- 1. Scheduled and coordinated new patient appointments, optimizing office workflows.
- 2. Operated a multi-line phone system, ensuring efficient communication.
- 3. Managed medical records, including dictation and appointment scheduling.
- 4. Transcribed and proofed medical reports, maintaining accuracy and confidentiality.
- 5. Delivered exceptional customer service, fostering positive patient interactions.

EDUCATION

Associate of Applied Science in Medical Office Administration

m Jun / 2015-Jun / 2018

City College

♣ Phoenix A7

Focused on healthcare administration, patient relations, and medical terminology.

SKILLS

Microsoft Office Suite

Medical Terminology

Record Keeping

Office Software

Proficiency

ACHIEVEMENTS

Streamlined patient intake process, reducing waiting times by 20%.

Improved appointment scheduling efficiency, resulting in a 15% increase in patient satisfaction scores.