



# SOPHIA BROWN


Medical Office Supervisor

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## PROFESSIONAL SUMMARY

Skilled Medical Office Supervisor with 5 years of experience in optimizing patient care and streamlining office operations. Demonstrated ability to lead teams, enhance workflow efficiency, and ensure compliance with healthcare standards. Passionate about creating a supportive environment that prioritizes patient satisfaction and fosters effective communication among staff.

## WORK EXPERIENCE



**Medical Office Supervisor**  Mar / 2022-Ongoing  
**Blue Sky Innovations**  Chicago, IL

- 1. Managed daily office operations, ensuring optimal patient flow and satisfaction.
- 2. Supervised and trained a team of medical assistants and administrative staff.
- 3. Implemented effective scheduling practices, resulting in reduced patient wait times.
- 4. Maintained accurate medical records and ensured compliance with HIPAA regulations.
- 5. Coordinated with healthcare providers to facilitate seamless patient care.
- 6. Conducted regular performance evaluations and provided constructive feedback.
- 7. Oversaw inventory management, ensuring adequate medical supplies and equipment.

**Medical Office Supervisor**  Mar / 2020-Mar / 2022  
**Cactus Creek Solutions**  Phoenix, AZ

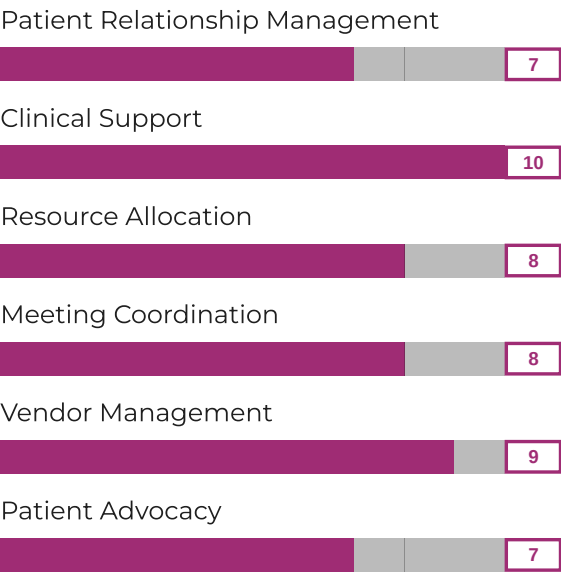
- 1. Led a team of five in managing operations for a dermatology practice, focusing on efficiency and patient care.
- 2. Developed and enforced office policies to enhance operational workflows and staff productivity.
- 3. Supervised patient registration, billing, and collections to ensure accuracy and compliance.
- 4. Conducted staff training sessions to improve service delivery and operational standards.
- 5. Maintained a clean and organized work environment to promote staff efficiency.
- 6. Collaborated with external partners to streamline patient referral processes.

## EDUCATION





**Associate of Applied Science in Medical Office Management**  Mar / 2018 - Mar / 2020  
**City College**  Santa Monica, CA

Focused on administrative procedures, patient management, and healthcare regulations.

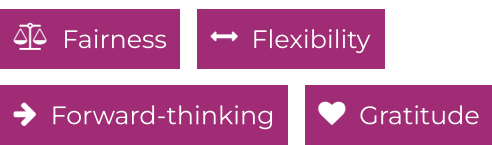
## SKILLS



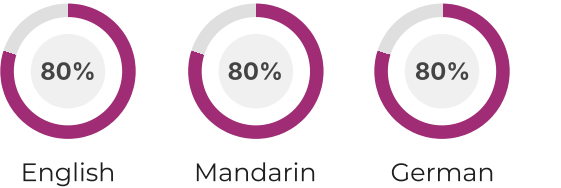
## INTERESTS

-  Gaming
-  Fashion
-  Film
-  Technology

## STRENGTHS



## LANGUAGES



## ACHIEVEMENTS

- ★ Improved patient satisfaction scores by 20% through enhanced service protocols.
- ★ Streamlined office workflows, reducing appointment scheduling errors by 30%.
- ★ Implemented new training programs, leading to a 25% increase in staff efficiency.