



# AMELIA MOORE

## Physician Practice Manager

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### PROFESSIONAL SUMMARY

Accomplished Physician Practice Manager with 10 years of extensive experience in enhancing healthcare operations and patient engagement. Proven track record in leading diverse teams, driving strategic initiatives, and ensuring compliance with healthcare regulations. Dedicated to optimizing workflows and elevating patient satisfaction while fostering a culture of continuous improvement and excellence.

### WORK EXPERIENCE

#### Physician Practice Manager

Pineapple Enterprises

Apr / 2019-Ongoing

Santa Monica, CA

- Established and refined operational procedures to enhance efficiency and maximize scheduling capabilities.
- Directed front and back office operations, focusing on patient satisfaction, benefit verification, accurate charge entry, and collections.
- Maintained operational standards by organizing office practices, procedures, and inventory management.
- Supervised medical and clerical staff to ensure high-quality patient care and service delivery.
- Ensured compliance with regulatory, licensure, and accreditation standards through diligent oversight.
- Served as the primary contact for patient complaints, effectively resolving issues to improve service quality.
- Designed and implemented practice policies by establishing clear operational standards and procedures.

#### Physician Practice Manager

Crescent Moon Design

Apr / 2015-Apr / 2019

Portland, OR

- Oversaw daily operations of a pediatric office with 2 providers, 3 medical assistants, and 2 front desk clerks since August 2015.
- Coordinated administrative policies, financial management, and patient needs to enhance operational efficiency.
- Ensured all medical equipment and properties were maintained in optimal operational condition.
- Managed hospital billing for providers, including daily charge review and claim edits.
- Handled comprehensive administrative duties, including planning meetings and managing the clinic schedule.
- Directed day-to-day operations of the clinic, focusing on office management and tele-psychiatry oversight.

### EDUCATION

#### Master of Health Administration

University of Southern California

Apr / 2012-Apr / 2015

Toronto, ON

Focused on healthcare management and organizational leadership.

### SKILLS

#### Electronic Health Records



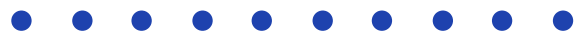
#### Time Management



#### Communication Skills



#### Problem Solving



#### Patient Safety Initiatives



#### Interpersonal Skills



### INTERESTS

Podcasts

Language Learning

Dancing

Cycling

### STRENGTHS

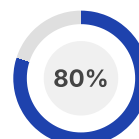
Intuition

Leadership

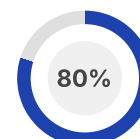
Listening

Mentorship

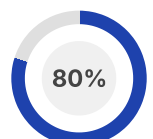
### LANGUAGES



English



Polish



German

### ACHIEVEMENTS

Increased patient satisfaction scores by 25% through streamlined operations and enhanced service delivery.

Implemented a new scheduling system that reduced patient wait times by 30%.