

## PAULA LINDENHOFF

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### MEDICAL ASSISTANT

#### EDUCATION

Harper College, Palatine, IL  
Medical Assistant Certificate

Anticipated Graduation May 20xx

#### RELEVANT COURSEWORK

Human Anatomy and Physiology	Medical Terminology
Health Care Skills	Health Insurance Billing
Pharmacology	Health Care Office Procedures and Management
Health Care Records Management	Health Care Technology and Informatics

#### CERTIFICATIONS

Certified Medical Assistant Certification –

American Association of Medical Assistants

Anticipated June 20xx

Basic Life Support (BLS) for Healthcare Providers Certification –

May 20xx

American Heart Association

#### RELEVANT EXPERIENCE

Loyola University Wellness Center, Chicago, IL

April 20xx

##### Extern

- Collected patient's health history, medication records, insurance information and reason for visit and entered documentation into electronic medical record system
- Assisted in physical exams, medical procedures and treatments with medical staff
- Maintained cleanliness and general appearance of exam rooms and lab areas
- Learned patient triage, charting and filing, scheduling of appointments and referral and pre-certification procedures
- Explained treatment procedures, medications, diets and physician's instructions to patients

#### WORK EXPERIENCE

Bookman and Associates, Elmhurst, IL

September 20xx to Present

##### Receptionist

- Answer and screen calls to provide information, take messages and schedule appointments
- Greet persons to determine nature and purpose of visit, and direct them to specific destinations
- File and maintain records and collect, sort, distribute, and prepare mail
- Operate office machines, photocopiers and scanners, fax machines and voice mail systems

#### SKILLS

Fluent in Spanish and English

Microsoft Office – Word, Excel and PowerPoint

#### VOLUNTEER EXPERIENCE

American Red Cross, Arlington Heights, IL

March 20xx to Present

##### Blood Drive Volunteer

- Obtain vital signs, store units of blood and perform administrative tasks
- Manage informational questionnaires with strict donor confidentiality