

PAULA LINDENHOFF

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OBJECTIVE

Seeking position as a **Medical Assistant** in a medical office or hospital setting

EDUCATION

Harper College, Palatine, IL
Medical Assistant Certificate

Anticipated Graduation May 20xx

BLS for Healthcare Providers (CPR and AED), American Heart Association

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

RELEVANT EXPERIENCE

Loyola University Wellness Center, Chicago, IL

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

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

20xx to Present

Blood Drive Volunteer

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