



City, State Abbreviation  
Zip Code



(123) 456-7890



email@example.com



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## PROFILE

Registered Medical Assistant with over a decade in the health care industry. Currently leading a team of 15 assistants, providing mentorship and professional development. Holds a bachelor's degree in health care administration. Collaborates with medical providers across departments to ensure seamless administrative and patient care support.

# JOSHUA PATEL

## PROFESSIONAL EXPERIENCE

*Lead Medical Assistant • Osborn Medical Center • Phoenix, AZ*

### February 2022 – present

- Perform patient intake processes from vital signs to medical history in preparation for exams and outpatient procedures
- Lead a team of 15 medical assistants, ensuring adherence to all standards of care
- Coordinate with providers to ensure proper medical assistant support is received
- Manage a medical supply budget of \$50,000 to ensure inventory is stocked and readily available at all times

*Senior Medical Assistant • UnitedHealth Hospital • Phoenix, AZ*

### October 2018 – January 2022

- Provided patient-centric care and administrative leadership in the hospital's obstetrics and gynecology department
- Managed scheduling for over 100 appointments per week
- Implemented a new and improved communication and care delivery protocol, which led to a 40% increase in overall patient satisfaction in the first year
- Collected feedback from patients after every appointment to make actionable improvements within the department

## EDUCATION

### Bachelor of Science (B.S.) Health Care Administration

- Arizona State University, Tempe, AZ, September 2013 – June 2017

## CERTIFICATION

- Registered Medical Assistant, American Medical Technologists, 2024
- Advanced Cardiac Life Support, 2023

## KEY SKILLS

- Advanced cardiac life support
- Compassionate care
- Interdepartmental coordination
- Leadership and team management
- Patient intake
- Medical supply management