

# AMY ROBERTS

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## PROFILE

Compassionate and detail-oriented Certified Medical Assistant with over six years of clinical experience in a fast-paced health care environment. Seeking a position with Heather Valley Clinic as a medical assistant. Possesses solid communication and interpersonal skills, with a proven track record of providing high-quality patient care.

## KEY SKILLS

- Medical billing and coding
- Patient care
- Phlebotomy
- Office administration
- Team collaboration

## PROFESSIONAL EXPERIENCE

### Certified Medical Assistant

UNC Health, Asheville, NC | November 2021 - Present

- Coordinate patient appointments for a busy dermatology department, scheduling an average of 50 appointments per day
- Work with attending physicians to prepare new and existing patients to be examined
- Develop medical assistant training modules covering clinical procedures and administrative tasks, resulting in a 30% reduction in training time
- Conduct a variety of diagnostic tests, including skin biopsies and patch testing for allergic reactions
- Reorganized inventory storage and adjusted orders based on the department's needs, which saved over \$5,000 annually

### Certified Medical Assistant

Novant Health, Winston-Salem, NC | June 2017 - November 2021

- Performed an average of 15 patient intake exams daily, ensuring accurate documentation and timely completion of medical records
- Initiated peer-mentor program for new medical assistants to improve onboarding
- Received a consistent patient satisfaction score of 4.8 out of 5 in post-visit surveys by demonstrating quality patient communication and support
- Collaborated with a team of 20 physicians, nurses, and other health care professionals to ensure proper patient care and efficient clinic operations
- Assisted in regular community health fairs to raise awareness of common preventable cancers

## EDUCATION

### Associate of Applied Science (A.A.S.) Medical Assistance

Haywood Community College, Clyde, NC | June 2024

## CERTIFICATIONS

- Certified Dermatology Tech, Association of Certified Dermatology Techs, May 2022
- Nationally Certified Medical Assistant, National Center for Competency Training, April 2022