

JB

Jasmine Brown

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.

Location

Phoenix, AZ 12345

Phone

(123) 456-7890

Email

email@example.com

Website

LinkedIn | portfolio

Education

Arizona State University, Tempe, AZ
June 2017
Bachelor of Science (B.S.) Health
Care Administration

Phoenix College, Phoenix, AZ
June 2012
Associate of Science (A.S.) Medical
Assisting

Key Skills

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

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
- Spearhead the training of entry-level and intern medical assistants, focusing on clinical professionalism and quality patient care

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
- Trained an average of 30 new medical assistants each year, ensuring their adherence to UnitedHealth's standards and policies

Certifications

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