

**OBJECTIVE**

To obtain a Medical Assisting directive practice site for externship

**EDUCATION & CERTIFICATIONS**

Medical Assisting Program, Portland Community College, Portland, OR expected 12/2018  
**Eligible to sit for the CMA (AAMA) national credentialing exam 12/2018**

- ❖ Vaccines for Children Certificate, Oregon Health Authority (dates)
- ❖ Bloodborne Pathogens Training and Certificate, National Safety Council (dates)
- ❖ HIPAA Training and Certificate, Portland Community College (dates)
- ❖ BLS / CPR for Healthcare Professionals , American Heart Association (dates)
- ❖ PCMH, Oregon Health Authority (dates)
- ❖ CPR Instructor Training, Medic First Aid (can list relevant certs not from the program) 9/2015

Community Health Fair and Screening Event, Portland Community College 2018

- ❖ Created patient education material using health literacy guidelines and performed the following screening procedures; blood pressure, BMI, distance/near/color vision, and hearing

**RELEVANT EMPLOYMENT**

Assistant Warehouse Manager, Company, City, OR 11/2011 to 01/2017

***Accomplishments & Awards:***

- ❖ **Awarded:** Team Player of the Year and Rising Star based on improvement Developed office and shipping receiving procedure manuals
- ❖ Re-established safety coordinator position - ensure compliance for checks, drills and inspections

***Administrative:***

- ❖ Provided sole administrative, clerical support for 25 employees
- ❖ Tracked employee schedules and client attendance for payroll
- ❖ Sorted and organized all company keys and created a key filing system
- ❖ Created, implemented and tracked staff training logs for state mandated trainings

***Management:***

- ❖ Case managed and supervised 70+ disabled adult clients; held weekly meetings to review/resolve assignments or staffing/client issues
- ❖ Created and implemented system to delegate assignments, reduce confusion, time sheet issues, favoritism and increase productivity
- ❖ Assist supervisors with quality control, educated staff on how to correct behavior/productivity
- ❖ Mediated staff disputes and misunderstandings
- ❖ Reported staffing, productivity and warehouse concerns and disciplinary actions

Customer Service Representative, Company, City, OR 05/2004 to 08/2010

- ❖ Assisted call center customers handling multiple computer screens, data entry and account management. Document the nature of the call, solutions
- ❖ Allowed disgruntled customers to vent feelings to reach timely resolutions