

DP Candidate 4

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OBJECTIVE

To obtain a Medical Assisting Clinical Practicum site for Externship.

HIGHLIGHTS OF QUALIFICATIONS

- Bilingual – English and Spanish, verbal and written
- Customer service and administrative experience in business and retail settings, prioritizing/switching tasks as necessary
- Strong science (biology) background and wiliness to learn and accept constructive criticism

EDUCATION

April 2014 – Present	Portland Community College, Portland, Oregon <i>Medical Assisting Program, Eligible for CMA (AAMA) credential</i>
Sep 2012 – June 2013	Portland State University, Portland, Oregon <i>Major: Biology</i>
June 2011 – June 2013	Portland Community College, Portland, Oregon <i>Associate of Science, Biology 2013</i>

CERTIFICATIONS

- BLS / CPR for Healthcare Professionals, American Heart Association, April 2014
- First Aid, American Heart Association, April 2014
- HIPAA Compliance, Portland Community College, May 2014
- Bloodborne Pathogens, National Safety Council, June 2014
- Vaccines for Children, Oregon Health Authority, August 2014
- Immunization Training for Adults and Pediatrics 2014

RELEVANT SKILLS AND EXPERIENCE

Customer Service

- Customer service utilizing teamwork, interpersonal and communication skills
- Experience diffusing negative situations and the ability to problem solve
- Act as first contact with customers/employees having questions or concerns in person and per phone

Administrative

- General office organization including greeting customers, answering phones, copying, filing
- Processed customer information/demographics electronically via telephone conversations
- Assisted customers in determining the purpose of their call and transferring call to appropriate staff and department
- Strong written and verbal communication skills, internet and business correspondence, supporting five staff

Computer

- Manage multiple screens for data entry, MS (Word, Excel, PowerPoint, Windows), Internet and Email services
- Type 45 WPM – no errors

Leadership Experience

- Part of the Advisory Committee Board for Portland Community College's Medical Assisting Program

EMPLOYMENT HISTORY

<i>CSR at Xerox, Olsa Resources Hillsboro, Oregon</i>	2012 – 2014
<i>Data Processor, Liberty Mutual, Portland, Oregon</i>	2009
<i>Sales Associate, Macy's, Tigard, Oregon</i>	2008