**Roberta Hampton**

123 Main Street, Oceanside, CA 92051

Home: (123) 456-7890 | Cell: (123) 456-7890

email@example.com

Medical Administrative Assistant with extensive hands-on experience in providing administrative support to complex medical groups and health clinics. Skilled in managing front office functions, including customer service, patient appointments, billing and collections, and records management. Success in optimizing delivery of care by automating charting systems and continuously measuring performance metrics. Seeking to take next career step in health administration with a respected organization dedicated to providing high-level care to diverse patient populations.

**Core Qualifications**

* EMR and EHR Management
* Program Management
* Workflow Optimization
* Schedule Management
* Medical Terminology
* Performance Metrics
* Accounts Receivable and Insurance Billing
* Staff Development and Coaching

**Professional Experience**

**MEDICAL ADMINISTRATIVE ASSISTANT II**

**8/1/2012 - Present**

**OCEANSIDE MEDICAL GROUP**

**OCEANSIDE, CA**

* Partner with practice managers to devise and monitor metrics and related tools to evaluate and improve health delivery systems.
* Utilize population-based health principles to create healthy people, communities, and fit-and-ready force.
* Conduct monthly chart audits for family practice, primary care, pediatrics, and internal medicine.
* Collaborate with subject matter experts to create and implement preventative initiatives; developed and initiated preventative disease management plans for cervical cancer and colon cancer-eligible populations.
* Leverage strategic alliances to perform patient data pulls and disseminate information.
* Generate detailed reports focusing on patient outcomes to facilitate decision-making and influence process improvement, program development, and long-range planning.

**ADMINISTRATIVE ASSISTANT**

**6/1/2008 - 7/1/2010**

**MAIN STREET HEALTH CLINIC**

**VISTA, CA**

* Managed all front office activities to optimize facility workflows and patient management and provide comprehensive administrative support clinical and office manager, including appointment management, billing and collections, office administration, and customer service.
* Addressed and responded to incoming/outgoing calls and correspondence.
* Created and maintained confidential patient files; implemented EHR systems to automate patient records management.
* Trained new and existing staff on new computer systems and facilitated communication between clinic and system support specialists.

**ADMINISTRATIVE CLERK**

**2/1/2006 - 5/1/2008**

**CARLSBAD MENTAL HEALTH AUTHORITY**

**CARLSBAD, CA**

* Collected, processed, and compiled annual service plan notices to clients within 14 days of annual meeting; processed 2,000+ client plans annually while performing routine plan updates.
* Actualized change management strategies to streamline merger between Carlsbad Mental Health Authority and Carlsbad Regional Center in 2006.

**Education**

**Associate of Science: Medical Assisting, Trumbull Business College, Warren, OH - 2012  
Certificate: Medical Coding, Allied Medical School, Online - 2008**