

Aliya Jackson

123 Bedford Avenue, New York, NY 12345 aliyajackson@example.com (123) 456-7890 [LinkedIn](#) | [Portfolio](#)

A Certified Medical Assistant with 10+ years of clinical and administrative experience. A proven track record of supporting nursing teams and physicians in delivering patient-centered care in high-volume hospital environments. Adept at communicating with patients, maintaining medical records, and utilizing EHR software.

Education

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

University of Syracuse,
New York, NY
September 2011 – May 2013

Key Skills

- Healthcare Support
- Office Management
- Clinical Operations
- Calendar Management
- Medical Billing and Coding

Certifications

- Certified Medical Assistant, American Association of Medical Assistants, 2013
- Certified Phlebotomy Technician (CPT), NPA, 2013

Professional Experience

Certified Medical Assistant

Manhattan Medical, New York, NY | November 2015 – Present

- Manage five front office staff for a medical practice with over 8K active patients, assigned responsibilities, evaluated performance, and coordinated scheduling
- Oversee calendars and appointments for four physicians and three nurse practitioners, minimizing patient wait times to less than 30 minutes on average
- Submit billing records to insurance companies for thousands of patients each month, fielded information requests, and resolved billing issues and inaccuracies

Certified Medical Assistant

St. Anthony's Hospital, New York, NY | May 2013 – November 2015

- Supported registered nurses in performing examinations, delivering treatment, and providing high-quality care to patients in a hospital with 300+ beds
- Coordinated with nurses to perform non-invasive procedures, interfaced with patients, family members, and medical teams, and ensured compliance with patient-centered care standards, which contributed to a 5% increase in patient satisfaction in 2014