

James Miller

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Health care professional with more than 10 years' experience in clinical and administrative positions. Organized, dedicated and compassionate support personnel that has demonstrated excellence at maintaining patient records and obtaining patient vitals. Expert user of EMR software and other office automation systems.

Key Skills

- Strong written and verbal communication skills
- Excellent interpersonal skills and experience working with a diverse clientele
- Tech-savvy and familiar with health administration software
- Typing speed: 65 WPM
- Intermediate knowledge of office automation software including Microsoft Office
- Excellent clinical skills
- Greet, hold and transfer using multiline telephone systems

Professional Experience

Medical Office Manager

789 Clinic, Charleston, WV | January 2012-Present

- Manage a front office staff of more than 10 employees, handling all activities related to scheduling, triage, insurance verification and medical history
- Assist eight full-time physicians with medical exams, including collecting lab samples and vital statistics for more than 150 patients per day
- Submit complete records for billing to insurance companies for thousands of patients each month, responding to information requests and adding insurance companies upon request

Certified Medical Assistant

012 Medical, Charleston, WV | August 2008-January 2012

- Collected medical history information from 50+ patients per day with accuracy and attention to detail
- Managed calendars and appointments for four physicians and three nurse practitioners, minimizing patient wait times to less than 10 minutes on average
- Cleaned and stocked exam rooms between patient visits and assisted doctors with basic tasks

Education

Associate of Applied Science – Medical Assistance

*Community College of West Virginia, Martinsburg, WV
September 2006-June 2008*

Licenses and Certification

- Certified Medical Assistant by the American Association of Medical Assistants
- CPR and First Aid Certified
- Phlebotomy Certified
- Medical Billing and Coding Certification