

 (323) 555-4567

 sophia.martinez@email.com

 Los Angeles, CA

EDUCATION

Diploma in Medical Office Administration

Los Angeles City College | Los Angeles, CA | 2017

Certifications

- HIPAA Compliance Certification | 2018
- Medical Billing and Coding Certification – California Health Institute | 2019

SKILLS

- Patient scheduling and appointment coordination
- Electronic Medical Records (EMR) management
- Insurance verification and billing
- HIPAA compliance and patient confidentiality
- Medical terminology and transcription
- Front desk reception and customer service
- Medical inventory management

SOPHIA MARTINEZ

MEDICAL CLERICAL ASSISTANT

PROFESSIONAL SUMMARY

Compassionate and detail-oriented medical clerical assistant with experience in healthcare administration. Skilled in patient scheduling, electronic medical records (EMR) management, and insurance processing. Adept at maintaining confidentiality and ensuring smooth office operations in busy medical settings.

EXPERIENCE

- August 2019 - Now

Medical Clerical Assistant

Westside Family Clinic / Los Angeles, CA

- Schedule patient appointments, managing over 50 daily visits while coordinating follow-ups and referrals for specialized care.
- Update and maintain electronic medical records, ensuring all patient data is accurate, up-to-date, and compliant with HIPAA regulations.
- Process insurance claims, verify patient coverage, and communicate with insurance providers to resolve billing issues.
- Coordinate communication between doctors, nurses, and patients, ensuring a smooth workflow and timely information exchange.

- June 2017 - July 2019

Medical Office Intern

Cedars-Sinai Medical Center / Los Angeles, CA

- Assisted front desk staff with patient check-ins, verifying insurance information, and preparing documentation for new patients.
- Managed phone inquiries, scheduled patient appointments, and provided general information on clinic services.
- Organized and maintained patient files, ensuring that medical histories and reports were properly documented.
- Assisted with medical supply inventory, ensuring all necessary materials were stocked and available for daily use.

VOLUNTEER EXPERIENCE

- 2018 - 2019 / Volunteer Medical Assistant

Community Health Outreach Program

- Assisted in organizing free health check-up events, coordinating patient sign-ins, and handling medical paperwork.