

 (555) 345-6789
 sophia.martinez@email.com
 United States, Dallas, TX

SKILLS

EMR Systems: Cerner, Microsoft Office

Patient Communication

Multicultural Family Support

Attention to Detail

LANGUAGES

■ Bilingual: Fluent in English and Spanish

Sophia Martinez

Pediatric Unit Secretary

PROFESSIONAL SUMMARY

Dedicated pediatric unit secretary with 6 years of experience ensuring seamless administrative operations in child-focused healthcare environments. Known for excellent interpersonal skills and the ability to create a welcoming atmosphere for families. Proficient in medical terminology and patient scheduling systems.

EXPERIENCE

■ September 2020 - Now

Pediatric Unit Secretary, Children's Medical Center Dallas

- Coordinate appointment schedules for 25+ pediatric patients daily, reducing patient wait times by 20%.
- Maintain accurate patient records and charts, ensuring all documentation meets compliance standards.
- Act as the first point of contact for families, providing reassurance and clarity during stressful situations.
- Support a team of 12 nurses and physicians by preparing reports and organizing unit meetings.

■ June 2019 - August 2020

Administrative Intern, Cook Children's Medical Center

- Assisted the pediatric team with clerical tasks, including data entry and file management.
- Gained experience with Cerner EMR software while learning hospital policies and procedures.
- Organized educational materials for patients and families, improving the information distribution process.
- Collaborated with staff to streamline communication between departments.

EDUCATION

- **Bachelor of Science in Healthcare Management, University of Texas at Dallas, Graduated: May 2019**