

# SUSAN EXAMPLE

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## MEDICAL RECEPTIONIST & CODING SPECIALIST

- Over 18 years in a medical office working in both patient check-in and check-out
- Over 18 years coding using ICD-9 and CPT codes
- Preparing for the change to ICD-10 by attending seminars studying independently
- Maintaining Coding Certification through online courses since 2007

**Comment [WU1]:** Do not use an Objective statement because they are now considered outdated. An updated approach is the Profile section, as illustrated here. You can use the name of the position you are applying for as a title for your resume. Use bullet points to share skills and experience relevant to the position you are applying for. Use quantifiable data whenever possible.

## STRENGTHS & ACCOMPLISHMENTS

### Attention to Detail:

- Saved the practice money by accurately processing claims avoiding refile
- Handled co-pays and payments on account accurately so the deposits balance each day
- Scanned documents into the correct patient charts in order to make information available to other staff

### Problem Solving:

- Redesigned method of processing deposits, considerably reducing the time spent by the Office Manager to prepare them for the bank
- Created a deposit slip on the computer that has received compliments from the local branch as well as the main office of the bank

**Comment [WU2]:** Instead of simply listing your strengths or skills, back them up with examples from your work and personal experience. Incorporate accomplishments when applicable.

### Communication:

- Explain confusing insurance concepts to patients so that they leave with a confidence in the competence and professionalism of the office staff
- Complete tasks with minimum instruction from other staff

### Teamwork:

- Collaborate with co-workers, asking questions and answering questions
- Accept additional work and responsibilities in order to make a co-worker's job easier and less frustrating

### Initiative:

- Able to work independently to complete tasks and projects

**Comment [WU3]:** Use strong action verbs to begin each bullet point.

## OFFICE EXPERIENCE

**Medical Receptionist and Coder** | Sacramento Medical Associates, Sacramento, CA 1995-Present

- Perform ongoing analysis of medical record charts for the appropriate coding compliance
- Contact physicians regarding procedures and other services billed to ensure proper coding
- Process daily and weekly deposits and prepare claims for insurance processing
- Check-in patients and verify address, insurance, etc.
- Check-out patients, collect co-pay or full payment, and make future appointments as needed

**Comment [WU4]:** List all experiences in reverse chronological order.

**Comment [WU5]:** Avoid starting a bullet point with "Responsible for..." Begin each bullet point with a strong action verb instead. Do not use "I" because it is repetitive and unnecessary.

**Office Worker** | XYZ Business Office, Folsom, CA 1986-1995

- Processed paperwork for returned books
- Initiated payment requests for returns

## EDUCATION & CERTIFICATION

**Medical Coding Certification** | Practice Management Institute (online) 2007-Present

- Self-directed study courses

**Comment [WU6]:** If your degree is more than 3 years old, your education information should go at the bottom of your resume.

**BA in History and Social Studies** | Bob Jones University, Greenville, SC May 2000

- Successfully coordinated earning degree with home, work, family responsibilities
- Fulfilled long-term goal in completing BA degree (10 years)

*[DO NOT MENTION REFERENCES]***Comment [WU7]: Do not** include references  
or 'References Available Upon Request' on your resume. It is assumed that you have them.