

# JOHN H. SMITH

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## MEDICAL OFFICE ADMINISTRATOR

Versatile and accomplished **Medical Office Administrator** with more than 25 years' diverse experience in medical and receptionist/administrative roles. A firm believer that customer service is priority. Highly regarded by colleagues for effective interpersonal skills, keeping composure during stressful situations, and responsiveness on a day-to-day and long-term basis to clients and colleagues. Demonstrated flexibility for quickly learning new procedures, new tasks, and computer software programs. Able to balance and coordinate several projects and deadlines at the same time. Extensive work with MS Word, Outlook, and Excel. Extremely knowledgeable about health and related confidentiality issues including HIPAA, HiTech Act, insurance law, and employment law. Used Medisoft Advanced Electronic Medical Records (EMR); types 70 words per minute.

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## ACCOMPLISHMENTS

### Medical Administration Assistance

- Studied anatomy, medical terminology, and medical coding and billing as part of six-month medical administrative assistant program after completing the coursework for a year-long medical coding and billing program.
- Worked full-time while completing academic work in medical coding & billing, consistently scoring higher than 98% on frequent practical exams. Applied knowledge and reasoning in multitude of scenarios, choosing correct codes for situation.
- **Telephone Communication** – Answered telephones for Director as well as Dean of Medical and Dental Schools and Hospital; spoke by telephone with hospital employees giving results of infectious disease studies. Applied knowledge from medical terminology and language studies to confidently and correctly transmit information between professionals (nurses, doctors, lab techs).
- **Coding and Record Keeping** – Determined and entered codes into hospital patient records; performed other manual record-keeping tasks including preparing, pulling, and replacing patient records.
- **Administration** – Served as administrative assistant to pharmacology department and as administrator to grants and diversity department head.

### Human Resources Support

- **Employee Hiring Process** – Prepared job descriptions, drafted and reviewed applications, assisted with interviews, conducted assessments prior to hiring, performed background checks.
- **Process & Procedures** – Wrote personnel and procedure manuals, oversaw confidentiality of personal information including health records, processed performance evaluations, assisted in investigations of alleged misconduct and other complaints, and assisted in corrective action and terminations.
- **Orientation & Training** – Informed new hires about compensation and other benefits, work scheduling and conditions, leave and vacation policies, and company policies and procedures; delivered ongoing training.

### Office Administration

- Worked at major medical center; created and accurately tracked budgets through work for Director of Financial Services and Budget. Ordered supplies and maintained inventory.

- Extensive experience in receptionist duties: appointment scheduling and coordination, customer relations, mail distribution, general administrative support, project management, records management, office management, and collecting outstanding receivables.
- Tracked appointments, continuing education credits, events, filings, and intermediate and final deadlines.
- Communicated clearly with professionals and patients. Employed understanding of cultural differences gained from teaching English as a second language and degree in French. Demonstrated clear, concise written communication. Proven expertise in proofreading, paying attention to spelling, punctuation, grammar, syntax, and correct word choice. Showed ability to use respectful, plain language when conveying complex information. An effective, active listener.

### CORE SKILLS & KNOWLEDGE - MEDICAL

- Obtaining insurance preauthorization
- Submitting and following up on insurance claims using ICD-9 and CPT codes
- Manual and online medical record management
- Preparing charts & recording medical histories
- Medical office procedures
- Anatomy and medical terminology
- Informing patients of financial policies and referral sources
- Collecting payments from patients
- Collections, payroll, accounts payable & accounts receivable

### OFFICE ADMINISTRATION & HUMAN RESOURCES EXPERTISE

Office Management	Records/Project Management	Conducting Assessments
Customer Relations	Writing Personnel Manuals	Orientation & Training
Administrative Support	Hiring Process, Interviewing	Employee Relations
Appointment Coordination	Job Descriptions	HIPAA, HiTech Act

### RELEVANT PROFESSIONAL EXPERIENCE

**Career Search** including professional development (2011 – present)

**ABC TRANSIT SPECIALISTS, INC., Receptionist, Operations and Billing Assistant.** Portland, OR (2007 – 2011)

**PORTLAND AND HILLSDALE PUBLIC SCHOOLS, Short-term and Long-term Substitute Teacher.** Elementary, Middle, and High Schools. Portland and Hillsdale, OR (2002 – 2007)

**BRIGS & DEWITT, Law Firm.** Portland, OR

**STATE UNIVERSITY MEDICAL CENTER, Clerk, Receptionist, Secretary, and Administrator.** Office of Fiscal Services & Budget; Office of Dean of Medical and Dental Schools and Hospital; Infectious Disease Department; Pharmacology Department; Hospital Records; Grants and Diversity Office; Seattle, WA.

### REPRESENTATIVE EDUCATION

**Medical Administrative Assistant Program,** Blue Hill College. (Completed six-month academic course)

**Medical Coding and Billing,** Blue Hill College. (Completed one-year academic course work)

**Improving Human Performance,** Leadership Academy, Certificate, Blue Hill Community College

**Human Resource Management Program,** Certificate, State University

**Teaching English as a Second Language,** Certificate, Amherst University

**Master of Arts,** Amherst University, Linguistics Major

**Bachelor of Arts,** Amherst University, French Major, Secondary Education Minor