





JOSEPH CORBIN

A dynamic office administrative assistant with over six years of experience within the health care field, specializing in clinical operations, calendar management, and medical billing. A strong history of leading initiatives to enhance office administration and improve the patient experience.

CONTACT

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KEY SKILLS

- Calendar management
- Patient relations
- Office administration
- Medical billing
- EHR

EDUCATION

- Bachelor of Arts (B.A.) Healthcare Administration
NORTHWESTERN UNIVERSITY,
Evanston, IL | 2018

PROFESSIONAL EXPERIENCE

MEDICAL ADMINISTRATIVE ASSISTANT | MIDTOWN PEDIATRICS, CHICAGO, IL | JANUARY 2022 – TO PRESENT

- Support the office manager in coordinating daily operations, organizing medical records, and managing inventory for a medical practice with over 6,700 active patients
- Schedule patient appointments and manage calendars for 13 physicians and licensed nurse practitioners and identify opportunities to enhance scheduling processes to reduce conflicts, contributing to a 9% increase in patient satisfaction scores over two years
- Communicate effectively with patients and insurance providers to resolve discrepancies, denials, and billing issues

MEDICAL ADMINISTRATIVE ASSISTANT | WESTERN CARDIOLOGY GROUP, CHICAGO, IL | AUGUST 2018 – DECEMBER 2021

- Coordinated administrative functions for a medical office with 25 team members and over 4,000 patients, maintained and organized electronic health records (EHR), and ensured compliance with HIPPA regulations
- Managed calendars and appointment scheduling for eight health care professionals and optimized scheduling processes to reduce average patient wait times by 12%

CERTIFICATIONS

- Certified Medical Administrative Assistant (CMAA), National Healthcareer Association (NHA), 2019