



Emily Rivera

Certified medical administrative assistant with six years of experience supporting busy medical offices. Proficient in scheduling, insurance verification, and patient communication. Skilled in using Epic Systems and maintaining HIPAA compliance.

CONTACT

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 Miami, FL 33101

EDUCATION

- Associate of Science (A.S.) in Medical Office Administration
June 2015
Miami Dade College, Miami, FL

KEY SKILLS

- Appointment scheduling
- Epic Systems proficiency
- HIPAA compliance
- Insurance verification
- Patient communication

PROFESSIONAL EXPERIENCE

Medical Administrative Assistant | April 2017 - Present
Miami Health Clinic | Miami, FL

- Schedule 50+ patient appointments daily while managing physician calendars
- Verify insurance coverage for all patients, reducing billing errors by 15%
- Maintain detailed patient records in compliance with HIPAA regulations
- Implemented a new reminder system, reducing missed appointments by 20%

Receptionist | January 2015 - March 2017
South Beach Pediatrics | Miami, FL

- Greeted patients and managed check-in processes for a high-volume office
- Assisted with data entry and filing of patient information

CERTIFICATIONS

- Certified Medical Administrative Assistant, National Healthcareer Association, January 2017