



Lauren Bennett

Medical Administrative Assistant

Certified medical administrative assistant with four years of experience managing patient records, scheduling appointments, and ensuring HIPAA compliance. Dedicated to maintaining a professional, patient-centered environment. Bilingual: Fluent in English and Spanish.

CONTACT

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 email@example.com

 LinkedIn

 Dallas, TX 75201

KEY SKILLS

- Appointment scheduling
- Billing and coding support
- HIPAA compliance
- Patient relations
- Recordkeeping

LANGUAGES

- Fluency in Spanish

PROFESSIONAL EXPERIENCE

May 2018 - Present

Medical Administrative Assistant | HealthFirst Clinic | Dallas, TX

- Manage daily schedules for three physicians, coordinating over 50 appointments per week
- Assist with timely, accurate insurance claim billing and coding
- Respond to patient inquiries, resolving 90% of issues on first interaction
- Streamlined patient data entry protocols, improving accuracy of record updates by 25%

January 2017 - April 2019

Receptionist | WellCare Pediatrics | Dallas, TX

- Scheduled patient appointments, maintaining 98% attendance through effective reminder systems
- Answered and directed incoming calls to appropriate departments
- Efficiently managed and maintained office inventory, reducing supply costs by 15%

EDUCATION

Associate of Science (A.S.) in Medical Office Administration

Texas Community College, Dallas, TX | January 2017

CERTIFICATIONS

- Certified Medical Administrative Assistant, National Healthcareer Association, January 2019