



# EMILY RIVERA

## Medical Administrative Assistant

Miami, FL 33101 | (123) 456-7890 | email@example.com | LinkedIn | Portfolio

## PROFILE

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.

## KEY SKILLS

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

## PROFESSIONAL EXPERIENCE

### Medical Administrative Assistant

Miami Health Clinic, Miami, FL | April 2017 - Present

- 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

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

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

## EDUCATION

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

Miami Dade College, Miami, FL | June 2015

## CERTIFICATIONS

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