



# Maya Rivera

A dynamic patient care technician with 10 years of hands-on clinical and administrative expertise in high-volume health care facilities. A strong history of supporting nursing teams and physicians in delivering exceptional care to diverse patient populations.

## CONTACT

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## KEY SKILLS

- Patient-centered care
- Clinical operations
- EHR management
- Acute care
- Patient education

## PROFESSIONAL EXPERIENCE

March 2016 - Present

**Lead Patient Care Technician** | Miami General Hospital | Miami, FL

- Deliver outstanding care to patients in a 350-bed hospital with a 1-to-6 nurse ratio, provide support for vital signs monitoring, patient mobility, and ADLs, and consistently achieve a patient satisfaction rating of 91% to 96%
- Collaborate with nurses and physicians to perform non-invasive procedures and identify ways to reduce response time to critical cases by 8%
- Provide training to over 20 patient care technicians on hospital policies, infection control procedures, and patient-centered care standards

October 2013 - February 2016

**Medical Assistant** | Sunshine Health Clinic | Miami, FL

- Performed patient examinations and non-invasive procedures in a high-volume clinic serving over 100 patients per day, ensuring adherence to patient care protocols
- Managed front desk operations, perform scheduling for six physicians, and reduce patient wait times by 12% by improving calendar management processes

## EDUCATION

**Associate of Applied Science, Medical Assistance**

Florida State College , Miami, FL | August 2016

## CERTIFICATIONS

Certified Patient Care Technician (CPCT), National Healthcareer Association, March 2016