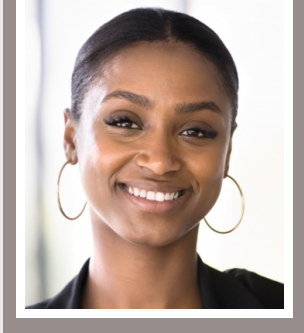




KENYA WHITAKER

RMA

Registered Medical Assistant with 11 years across primary care, OB/GYN, and orthopedics, including 4 years as a Lead MA. Built rooming and refill workflows that providers actually follow, and trained more than 20 MAs through onboarding. Trusted with vaccine inventory, DEA logs, and survey readiness.

CONTACT INFORMATION



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Cleveland Heights, OH

EDUCATION

- Associate of Applied Science, Medical Assisting

Owens Community College | May 2013

- RMA, American Medical Technologists, current through 2025
- BLS for Healthcare Providers, American Heart Association
- Phlebotomy Technician Certification (NHA), 2014

KEY SKILLS

- Epic, Athenahealth, NextGen
- Team scheduling and PTO coverage
- Refill and prior-auth workflow design
- Vaccine inventory and VFC reporting
- Joint Commission survey prep
- Phlebotomy and POC testing
- EKG, spirometry, joint injection setup
- Sterile technique
- Onboarding and clinical training

PROFESSIONAL EXPERIENCE

Lead Medical Assistant | Cuyahoga Orthopedic Specialists, Cleveland Heights, OH
February 2020 - Present

- Lead a team of 9 MAs across 2 clinic sites supporting 6 surgeons and 3 PAs; manage the weekly schedule and PTO coverage.
- Rebuilt the refill and prior-auth workflow in Epic, dropping average refill turnaround from 5 days to 36 hours.
- Run point-of-care joint injection setup, including sterile field prep, lidocaine draw, and patient consent verification.
- Own vaccine and injectable inventory across both sites, with a temperature-log program that has passed every Joint Commission visit since 2021.
- Trained 14 new MAs and 3 float pool members on rooming, EMR, and surgical-clearance workflow.

Medical Assistant II | Lakeview OB/GYN Associates, Lakewood, OH
September 2017 - January 2020

- Roomed 25-35 patients per day across prenatal, annual, and procedure visits with 2 OB/GYNs and a midwife.
- Performed venipuncture and prepped specimens for STI panels, prenatal labs, and Pap smears; redraw rate stayed under 3%.
- Coordinated insurance pre-certs for ultrasounds, NSTs, and outpatient procedures, closing 90% within 2 business days.
- Trained as a scribe backup, covering during PTO without slowing the provider schedule.
- Helped pilot a text-based reminder system that brought no-show rates from 14% to about 8% in 6 months.

Medical Assistant I | Westside Family Practice, Toledo, OH
June 2015 - August 2017

- Supported 3 family medicine providers in a Federally Qualified Health Center serving roughly 14,000 patients per year.
- Administered adult and pediatric vaccines per ACIP schedule and maintained VFC documentation.
- Performed EKGs, spirometry, and rapid POC testing; flagged a hypertensive urgency reading that resulted in same-visit intervention.
- Translated for Spanish-speaking patients during intake, education, and after-visit summaries.