

Victor Michael

MEDICAL ADMINISTRATIVE ASSISTANT

Summary

Multifaceted Medical Administrative Medical Assistant with over ten years of experience supporting physicians and patients, in both clinical and administrative areas.

Experience

Surgery Scheduler/Coordinator

Hope You City - NewYork Nov 2017 - Nov 2019

- Directly responsible for coordinating outpatient and inpatient cases.
- Insurance verification and obtained surgery authorization and or letters of agreement if required. Facilitated communication with physicians and insurance companies.
- Coordinated pre-op authorizations with the Utilization Review Department and ensures that all clearances requested by provider are received prior to the procedure date.
- Processed pre-op orders (labs, EKG, X-ray, etc) and verify that pre-op clearance is obtained in a timely manner. Coordinated pre-op, and post op appointments for patients.
- Managed surgeons calendar and efficiently utilizing all block time, facilitate communication between physicians and patients.
- Proper documentation on EPIC of surgeries and all communication with patients.

Lead back office Medical Assistant

United Health Group Feb 2005 - Nov 2017

- UCLA is where I obtained my strongest clinical and leadership skills.
- I assisted 18 surgeons in a fast-paced subspecialty clinic. Scheduling clinic appointments and assisting with minor in office procedures as well as some airway emergencies. Proper documentation on EPIC of patients vitals, intake on all patients, venipuncture, medication reconciliation, and place orders on EMR.
- As a lead Medical assistant I participated on the interviewing/hiring and training process of new Medical assistants and I coordinated the surgeon's clinics to provide appropriate coverage.
- I successfully launched a lean project to increase patient satisfaction and reduce clinic overtime of employees and wait time for patients.

Awards

UCLA Excellence Award

UCLA 2012-07-20

Medical Assistant Excellence Award

UCLA Excellence Award

UCLA 2013-07-19

Medical assistant excellence award

Lead Project UCLA patient satisfaction

Contact

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Skills

Problem Solving skills	■ ■ ■ ■ ■
Time management abilities	■ ■ ■ ■ ■
Strong work ethic	■ ■ ■ ■ ■
Team player	■ ■ ■ ■ ■
Ability to learn from criticism	■ ■ ■ ■ ■
Positive attitude	■ ■ ■ ■ ■
Self-motivated	■ ■ ■ ■ ■
Ability to work well with others and under pressure	■ ■ ■ ■ ■

Languages

English	■ ■ ■ ■ ■
Spanish	■ ■ ■ ■ ■
German	■ ■ ■ ■ ■
French	■ ■ ■ ■ ■

Education

High School Diploma

James Madison High School

Jan 2016 - Apr 2018

High School Diploma

Medical Assistant

Career Colleges of America

Jan 2003 - Nov 2003

Medical Assistant Diploma

Associates Degree

Mt San Antonio Community College

Nov 2017 - Present

UCLA 2016-07-15

Lead Project for UCLA patient satisfaction