**Jane Doe**

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Medical Administrative Assistant with extensive hands-on experience in providing administrative support to complex medical groups and health clinics. Skilled in managing front-office functions, including customer service, patient appointments, billing and collections, and records management. Looking for part-time opportunities in medical industry while pursuing master’s degree in health administration.

**HIGHLIGHTS OF QUALIFICATIONS**

* 3 years of experience as an office administrator; skilled at conducting administrative tasks such as record-keeping, scheduling, and billing appointments
* Knowledgeable in medical terminology
* Strong customer service background and communication skills
* Proficient in Microsoft Office (Word, Power Point and Excel); word processing speed of over 65 wpm
* Fluent in Thai, French, and English

**EDUCATION**

**Master of Administrative Sciences**  **Sep 2022 – Dec 2023 (expected)**

Global Health and Human Services Administration

Fairleigh Dickinson University, Vancouver, BC

**Bachelor of Nursing Science Sep 2016 – May 2020**

Mahidol University, Bangkok, Thailand

**WORK EXPERIENCE**

**Cashier Nov 2022 – present**

Apex Menswear, Vancouver, BC

* Process credit card, debit card, cash, gift card, and store credit transactions
* Assist customers with checking out, returning items, and general questions
* Maintain neat and clutter-free work area around the checkout area in accordance with brand policy

**Office Administrator**

Bayshore Care Centre, Bangkok, Thailand  **May 2020 – Aug 2022**

* Managed all front-office activities to optimize facility workflows and patient management and provide comprehensive administrative support to clinic and office managers, including appointment management, billing and collections, office administration, and customer service
* Created and updated patients’ electronic health records and verified their insurance before submitting any insurance claims to providers
* Assisted in new hire process by calling and scheduling appointments with candidates, filling out required paperwork and preparing new hire manuals

**Administrative Assistant Dec 2019 – Apr 2020**

Cunningham’s Medical Services, Bangkok, Thailand

* Served as receptionist of medical facility by greeting customers as they enter, setting them up appointments, and directing them when it’s their turn for treatment
* Addressed and responded to incoming/outgoing calls and correspondence
* Coordinated appointments with doctor and patients’ schedules and make any modifications, such as cancelations or date changes, as necessary

**VOLUNTEER EXPERIENCE**:

* Door-to-door campaign for AIDS Awareness, Vancouver
* Canadian Blood Services – Participated in mobile blood donation events