

MARY JONES
123 Any Street
Any City, State 55555

(213) 555-1234
Cellular: (213) 777-5678
e-mail: MaryJones@earthlink.net

A medical office manager with six years' experience in all phases of office operations for California's largest medical center.

Expertise includes organization, patient scheduling, billing, file maintenance, correspondence, trip planning and budget preparation/tracking. Outstanding interpersonal skills.

EXPERIENCE

Montaine Medical Center, Burbank, California

2004-2007

Management Assistant II (2005-2007)

Responsible to the Director of Pediatric Infectious Diseases for the daily operations of a department with four doctors, three nurses, one social worker, one laboratory technician and three staff. Duties included answering six phone lines, preparing correspondence, billing, scheduling appointments, organizing travel and calendars, coordinating meetings and facility arrangements, maintaining petty cash, tracking budgets, preparing payrolls, issuing check requests for purchases, purchasing, maintaining medical and office supplies, taking dictation from professional staff, preparing grant applications, writing abstracts, preparing manuscripts, and supervising administrative staff.

- Obtained \$75,000 in lost revenues from the California Children's Services.
- Successfully maintained patient follow-up care visits by 98%.
- Trained medical and professional staff in the use of word processors.
- Coordinated the JCAHO's department visit and passed without recommendations.
- Participated in the taskforce that re-organized the Pediatric Department.

Systems Assistant (2004-2005)

Purchased hospital telecommunications equipment, including pagers, walkie-talkies, answering machines, speakerphones and peripheral items. Maintained the inventory of portable equipment. Prepared general correspondence, memos and letters. Initiated request for quotes (RFQ) for telecommunications equipment.

Southern California Answering Service, Los Angeles, California

2001-2004

PBX Operator/Supervisor

Answered incoming and outgoing telephone calls. Paged physicians. Responded to billing inquiries. Directed three PBX operators. Assisted in the preparation of payroll.

EDUCATION

Continuance Education Center, Culver City, California

Medical Assistant Program

Languages: Fully bilingual in English and French.

Computer and Office Skills: MAC & IBM – Word, WordPerfect, DOS, Windows, Excel, Harvard Graphics, Power Point, MacFlow; Typing – 60 wpm, transcription, dictation from tapes, 10-key calculator and medical billing