

Aisha Patel

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SUMMARY

Compassionate and detail-oriented Medical Assistant with over 5 years of experience in clinical settings. Proven track record in patient care and administrative support, enhancing office efficiency and patient satisfaction.

EXPERIENCE

Medical Assistant

Jan 2021 - Present

HealthPlus Medical Center, Los Angeles, CA

- Increased patient satisfaction scores by 20% through improved communication and follow-up processes.
- Assisted in the development of a new electronic health records system that reduced patient check-in time by 30%.
- Performed routine diagnostic tests and administered vaccines, maintaining a 98% compliance rate.

Certified Medical Assistant

Jun 2018 - Dec 2020

Wellness Clinic, Los Angeles, CA

- Managed patient intake and scheduling, reducing appointment no-shows by 15% through proactive outreach.
- Trained and supervised new staff on clinical protocols and patient care procedures.
- Conducted lab tests and assisted in minor surgeries, ensuring adherence to safety and health regulations.

Medical Office Assistant

Aug 2016 - May 2018

Family Health Associates, Los Angeles, CA

- Streamlined filing processes that decreased retrieval time by 40%.
- Implemented a new patient feedback system that improved service ratings by 25%.
- Managed billing and coding for insurance claims, achieving a 95% first-pass approval rate.

EDUCATION

Associate Degree in Medical Assisting

May 2016

Southern California Community College, Los Angeles, CA • GPA: 3.9

SKILLS

Technical Skills: Patient Care, Vital Signs Monitoring, Phlebotomy, Medical Billing

Tools & Frameworks: Electronic Health Records (EHR), Microsoft Office Suite, Practice Management Software