

# DEBORAH HAWKINS

*Medical Administrative  
Assistant*

✉ Deb@email.com

☎ (123) 456-7890

📍 Brooklyn, NY

🌐 [LinkedIn](#)

## EDUCATION

High School

**Arthur L. Johnson**

📅 2011 - 2015

📍 Clark, NJ

## CERTIFICATIONS

- CAA

## WORK EXPERIENCE

Medical Administrative Assistant

**Solano Dermatology Associates**

📅 2017 - current 📍 Westfield, NJ

- Welcomed and greeted 50+ daily patients and visitors
- Improved patient satisfaction, provider time, and treatment room utilization by 35%
- **Triaged 60+ daily phone calls** and documented patient interactions in the EMR
- Acted as the first step in billing by collecting accurate demographic and insurance information from patients
- Obtained and recorded 100+ revenue documents to ensure accurate financial reporting
- Protected patients' rights according to HIPAA guidelines

Medical Administrative Assistant

**La Peer Pediatrics**

📅 2016 - 2017 📍 Springfield, NJ

- Communicated with patients and external parties to ensure proper care
- Scheduled, billed, and followed up with patients to reduce the no-show appointment rate by 25%
- Organized insurance coverage and **collected copays for 80% of new patients**
- Updated EMR for 1,000+ patients and filed physical copies

Server

**Red Lobster**

📅 2014 - 2016 📍 Clark, NJ

- Improved guest experience, going above-and-beyond to satisfy customer requests
- Managed POS system to process 40+ daily customer bills and ensure efficient checkout
- Promoted from host to server after 1 year of demonstrated superior customer service

## SKILLS

- Scheduling
- Billing
- EMR
- Medical insurance
- HIPAA
- Communication
- Detail-oriented