Your Name, M.A.

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Cell: (000) 000-0000

Email: [ProfessinnalEmail@gmail.com](mailto:ProfessinnalEmail@gmail.com)

**Professional Profile**

Highly motivated individual with strong work ethic and years of experience in customer service seeks to obtain employment in the medical field where I can utilize my front and back office skills, as well as develop interpersonal and communication skills to provide excellent patient care.

**Skills**

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| --- | --- | --- |
| * Bilingual: English/ Spanish * Monitor vital signs * Phlebotomy techniques * Administer injections * Specimen handling | * Perform EKG’s * Telephone etiquette * Medical terminology * Appointment scheduling * Ability to multitask | * Microsoft proficient * HIPAA Compliant * Customer service * Good typing * Problem solving |

**Certifications/ Trainings**

* BLS/CPR American Heart Association December 15, 2020 - 2022
* HIPAA Certificate 2021
* Phlebotomy Training Card 2021

**Professional Experience**

Shift Leader March 25, 2016 to Current

Ricco’s Cuisine, West Hollywood, CA

Direct other employees through their daily routines and interact with the guest to make sure they are getting an exceptional service. Lead the restaurant while the Manager or Assistant Manager is not present. Lead each shift by delegating duties, assigning tasks, and following up with all team members. Prepare food when necessary; check food quality and temperatures throughout the day to maintain Health and Safety regulations. Manage cash and credit cards. Close and open the restaurant.

Guest Service May 10, 2013 to April 25, 2016

The Ice Cream Shop, Los Angeles, CA

Greeted guest and answered questions regarding the menu. Take food orders from guest, cleaned restaurant premises before starting and during work hours, assisted kitchen staff members in food and salad preparation. Manage cash register and credit cards and restocked merchandise.

**Education**

Medical Assistant Program September 10, 2020 to Current

American Career College, Los Angeles, CA

High School DiplomaGraduated June 2013

Los Angeles High School, Los Angeles, CA

**Acknowledgements**

* Perfect Attendance Awards (if applicable)
* Class Ambassador Awards (if applicable)