**Your Name**, M.A.

1000 Virginia St. Los Angeles, CA. 90056

Cell: (323) 441-5000

Email: yourname@yahoo.com

# Career Objective

A highly dependable individual with a sound understanding of medical assistance and clerical tasks. Outstanding communication skills as well as excellent customer service. Eager to obtain a position as a medical assistant in a reputable medical office.

# Skills & Abilities

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| --- | --- |
| * Bilingual: English/ Mandarin
* Perform phlebotomy procedures
* Measure vital signs and medical history
* Measure medication and give injections
* Specimen collection and handling
* Perform electrocardiograms
* Properly handle bio-hazards
 | * Customer service/ telephone etiquette
* Good typing abilities
* Medical Terminology knowledge
* Knowledge in scheduling appointments
* Management/ Leadership skills
* Knowledge of laws and ethics
* HIPAA compliant
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**Work Experience**

*Customer Service Representative*

*Car Plus Inc. (August 05, 2010 - Current)*

* Dealt with customer enquiries about the availability and cost of vehicles.
* Registered bookings and explained the terms of rental or leasing agreements.
* Completed paperwork with the customer regarding payments.
* Show vehicle to customers and pointed out any bumps, scrapes or special features.
* Checked mileage and scrutinized for damage when vehicles were returned.
* Attend the phone lines at all times in a friendly and prompt manner.
* Provided ongoing service and sales support.
* Negotiate and secure reservations.

# Educational Background

Medical Assistant Program (December 2019 - Current)

American Career College, Los Angeles, CA

High School Diploma, (Completed June 05, 2010)

Los Angeles High School, Los Angeles, CA

**Trainings & Acknowledgements**

* BLS/ CPR American Heart Association (October 05,2019 - 2021)
* HIPAA Certified (2020)
* Phlebotomy Training Card (2020)
* Perfect Attendance Awards