

Melissa K Serpa
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Medical Assistant Student/Experienced Clerk

Objective

Experienced clerk and medical assistant student seeking employment, whether part time or full time, in a fast paced, patient and client oriented environment. Available to you weekends, holidays, evenings, night shifts.

Accomplishments

- Repeatedly earned Five-Star-Customer-Service ratings in recognition of excellent job performance and customer service.
 - Commended by supervisors for flexibility in changing work hours when asked and filling in during scheduled days off for absent employees.
 - Displayed a positive, helpful attitude on a daily basis that was consistently praised by customers and employers alike.
 - Known for exemplary client services, team player mindset and exceptional organizational skills.
 - Seven year record of dedication and dependability reinforced by consistent "exceeds expectations" ratings on performance reviews and multiple customer services recommendations.
 - Backed by excellent interpersonal skills and a commitment to service that has been described as "outstanding" by employers and educators.
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Notable Skills

- Medical Terminology
 - Multi-line Telephone Etiquette
 - 79 WPM Typing Abilities
 - Model effective interpersonal communication with patients and members of the healthcare staff in person and on the telephone
 - Manage the medical front office including patient and financial records using HIPAA guidelines
 - Proper techniques in patient scheduling and follow ups.
 - Maintain proper department sanitation and safety procedures
 - Experienced in working extended shifts as needed
 - Unyielding aptitude for working the busiest days of the year (Black Friday, Christmas rush, all major holidays)
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Education

Los Medanos College, Pittsburg CA
Associate in Liberal Arts in Math and Science
January 2013 - Present
3.75 GPA

Heald College, Concord CA
Associate of Applied Science in Medical Assisting

January 2011 - Present

3.57 GPA

Phi Theta Kappa - Beta Sigma Gamma Chapter

Roseville High School, Roseville CA

High School Diploma

December 2004

Work Experience

FRYS ELECTRONICS - 1695 Willow Pass Rd Concord, CA 94520

Computer Sales Associate, 5/2012 - 12/2012

Exceed sales goals and quotas. Present self in a professional and courteous manner. Display knowledge in regards to product, usage, and suggestive sales. Maintain records of commissions, sales, and customer satisfaction.

NOB HILL FOODS - 520 Center Ave. Martinez CA 94553

Clerk, 7/2004 - 11/2010

Courteously greet and efficiently assist customers within busy, fast-paced retail environments. Operate scanners and computers to properly document inventory, purchase orders, and customer purchases. Assist with opening/closing procedures. Accomplished proper prioritizing of time management in a complex, fast changing environment.

Strong list of recommendations available upon request.