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| John Smith | | |
| Summary  Detail-oriented Healthcare Scheduler with over 5 years of experience in optimizing appointment schedules and improving patient flow. Proven ability to enhance operational efficiency and boost patient satisfaction.  Work Experience  **Healthcare Scheduler Jan 2021 – Present**  Northside Medical Group Chicago, IL   * Successfully managed scheduling for over 30 healthcare providers, reducing patient wait times by 20%. * Implemented a new scheduling software that improved appointment confirmation rates by 15%.   **Medical Administrative Assistant Jun 2018 – Dec 2020**  Chicago Family Health Center Chicago, IL   * Coordinated patient appointments and follow-ups, achieving a 95% satisfaction rating in patient surveys. * Trained new administrative staff on scheduling protocols and office procedures.   Education Associate of Applied Science: Medical Office Management Jan 2018 *City College of Chicago**Chicago, IL*  certifications   * Certified Medical Administrative Assistant – AAMA – 2019 | Contact  (555) 987-6543  john.smith@example.com  Chicago, IL 60601  Skills  Scheduling Software  Patient Coordination  Healthcare Regulations  Conflict Resolution  Data Analysis  Time Management  Customer Relationship Management  Team Collaboration |