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| John Smith |
| SummaryDetail-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.

EducationAssociate of Applied Science: Medical Office Management Jan 2018*City College of Chicago**Chicago, IL*certifications* Certified Medical Administrative Assistant – AAMA – 2019
 | Contact(555) 987-6543john.smith@example.comChicago, IL 60601SkillsScheduling SoftwarePatient CoordinationHealthcare RegulationsConflict ResolutionData AnalysisTime ManagementCustomer Relationship ManagementTeam Collaboration |