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| Mary Johnson | | |
| Summary  Accomplished Healthcare Scheduler with over 10 years of experience in managing complex appointment systems across multiple specialties. Expertise in process improvement and staff training to enhance patient experience and operational efficiency.  Work Experience  **Senior Healthcare Scheduler Mar 2018 – Present**  Los Angeles General Hospital Los Angeles, CA   * Led a team of schedulers, improving departmental efficiency by 30% through streamlined processes. * Developed and implemented scheduling protocols that reduced patient cancellations by 25%.   **Healthcare Operations Coordinator Jan 2013 – Feb 2018**  West Coast Health Systems Los Angeles, CA   * Oversaw scheduling for a network of outpatient clinics, managing over 1,000 appointments weekly. * Trained and mentored junior staff, fostering a culture of continuous improvement and accountability.   Education Bachelor of Science: Healthcare Management Jan 2012 *University of Southern California**Los Angeles, CA*  certifications   * Certified Healthcare Scheduler – National Association for Healthcare Scheduling – 2021 | Contact  (555) 555-1212  mary.johnson@example.com  Los Angeles, CA 90001  Skills  Advanced Scheduling Systems  Leadership  Strategic Planning  Performance Metrics  Patient Flow Optimization  Budget Management  Compliance Standards  Interdepartmental Collaboration |