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| Mary Johnson |
| SummaryAccomplished 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.

EducationBachelor 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) 555-1212mary.johnson@example.comLos Angeles, CA 90001SkillsAdvanced Scheduling SystemsLeadershipStrategic PlanningPerformance MetricsPatient Flow OptimizationBudget ManagementCompliance StandardsInterdepartmental Collaboration |