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| Michael Johnson |
| SummaryDedicated medical secretary with over 5 years of experience in healthcare settings. Proven ability to manage administrative tasks efficiently, ensure patient satisfaction, and maintain confidentiality in a fast-paced environment.Work Experience**Medical Secretary Mar 2019 – Present**Downtown Medical Center Chicago, IL* Streamlined appointment scheduling process, reducing patient wait time by 30%.
* Processed insurance claims with a 95% approval rate.

**Front Desk Receptionist Jan 2017 – Feb 2019**City Health Clinic Chicago, IL* Managed multi-line phone system and handled patient inquiries professionally.
* Maintained accurate patient records and assisted in billing inquiries.

EducationBachelor's Degree: Health Administration Jan 2016*University of Illinois**Chicago, IL*certifications* Certified Medical Administrative Assistant (CMAA) – NHA – 2018
 | Contact(555) 987-6543michael.johnson@example.comChicago, IL 60601SkillsMedical billingPatient schedulingInsurance claims processingElectronic health records (EHR)Conflict resolutionMulti-line phone systemsOffice managementCustomer serviceAttention to detailTime management |