|  |  |  |
| --- | --- | --- |
| Michael Johnson | | |
| Summary  Dedicated 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.   Education Bachelor's Degree: Health Administration Jan 2016 *University of Illinois**Chicago, IL*  certifications   * Certified Medical Administrative Assistant (CMAA) – NHA – 2018 | Contact  (555) 987-6543  michael.johnson@example.com  Chicago, IL 60601  Skills  Medical billing  Patient scheduling  Insurance claims processing  Electronic health records (EHR)  Conflict resolution  Multi-line phone systems  Office management  Customer service  Attention to detail  Time management |