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| Linda Brown | | |
| Summary  Experienced medical secretary with over 10 years of experience in healthcare administration. Expertise in optimizing office operations, managing staff, and enhancing patient care. Committed to maintaining high standards of confidentiality and compliance.  Work Experience  **Senior Medical Secretary Jan 2016 – Present**  Los Angeles General Hospital Los Angeles, CA   * Led a team of 5 administrative staff, improving operational efficiency by 25%. * Implemented a new EHR system that reduced patient check-in time by 40%.   **Medical Office Manager Jun 2012 – Dec 2015**  Westside Clinics Los Angeles, CA   * Oversaw daily office operations, ensuring compliance with healthcare regulations. * Developed patient satisfaction surveys leading to a 20% increase in positive feedback.   Education Bachelor's Degree: Healthcare Administration Jan 2012 *University of California**Los Angeles, CA*  certifications   * Certified Healthcare Administrative Professional (CHAP) – AAHAM – 2015 | Contact  (555) 654-3210  linda.brown@example.com  Los Angeles, CA 90001  Skills  Leadership and training  Healthcare regulations  Advanced medical billing  Patient relations  EHR management  Staff supervision  Project management  Quality assurance  Data analysis  Crisis management |