



**Applicant Summary**  
**September 21, 2023**

**CONFIDENTIAL**

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**Position Title:** Medical Practice Administrative Assistant

**Applicant Information:**

**Name:** Megan Jones  
**Phone:** 804-555-5555  
**Email:** Mjones@zmail.com

**Background:**

Megan moved to Virginia from Arizona in 1998; for 10 years she stayed home and in 2008 she began to work at The Pediatric Connection (4 years). Here, she was an office assistant and front desk receptionist. Since that time, she has worked in variety of specialties including dermatology, women's health, pediatrics and more. Each job change she made was for career advancement or financial improvement. She worked for five years at the Virginia Institute for Pediatric Care – here she learned all about medical billing. Megan currently works for The Sleep Center – she loves the job but says they have cut back her hours. She is seeking similar, full-time employment with a practice that is stable, well-established and where she can stay for the long-term.

**Strengths:**

- Great personality – bubbly and energetic
- Gets along with people and patients very well
- Deep medical practice administrative experience
- Solid computer skills – EMR and all MS Office applications

**Challenges:**

- Historically Megan has really enjoyed patient contact – she may miss interacting with patients in this role.

**Compensation:** \$23 per hour now – will take less

**Availability:** 2 weeks' notice to current employer

**Commute:** Megan's commute is about 15 minutes to your office.

**Certification/Education:** Certified Medical Assistant

**On-line Presence:** [LinkedIn](#)

**Video Clip:** [Click here](#) for the candidate's response to sample interview questions.

**References:**

**Jane Doe, The Sleep Center**

Jane worked in the back of the office while Megan was a treatment coordinator at The Sleep Center. They worked very closely together. Jenny gave Megan an excellent reference.

- Extremely reliable – never called out
- Extremely hard worker
- When she says she is going to do something – she does it
- She always gives 100% to her job
- Great communicator
- Definitely above average
- Really cares about her patients

**Sally Jones, MD, Virginia Institute of Pediatric Care**

Sally is a pediatrician for whom Megan worked while at Virginia Institute of Pediatric Care. She gave Megan an outstanding reference.

- Megan helped with any and all administrative details
- If she didn't know something, she would teach herself – for example, she taught herself how to credential new providers
- Totally reliable and responsible
- Above average – OCD in a good way – her office was always neat as a pin, clean and in order
- If she didn't know something, she would figure it out – she would never say “that is not my job,” etc.
- Very smart – doesn't realize how smart and capable she is

## ***Megan Jones***

Richmond, Virginia 23228

(804) 555-5555

[Mjones@zmail.com](mailto:Mjones@zmail.com)

Self-motivated office professional with superior organizational skills demonstrating extensive experience in a constantly evolving and dynamic environment. Consistently excels in project coordination, detail-oriented, multi-level communications and resource management. Ability to handle multiple projects, adapt quickly to change, and work independently with minimal direction. Creative and energetic team player who regularly initiates improvements to increase efficiency and effectiveness.

### **Professional Experience**

**The Sleep Center**

**Richmond, VA**

**September, 2022 - Present**

***Patient Finance Coordinator***

Provide billing and office support for a fast paced facility that offers quality snoring, migraine and sleep apnea treatments.

- Confirm and manage all client appointments one week in advance while ensuring all new patient paperwork is completed before appointment
  - Answer all patient questions and follow up after new patient appointments
- Ensure all patient devices are ordered and approved
- Complete financial estimates and present to patients
  - Ensuring all estimates are signed accurately and uploaded into patient charts.
  - Accepts payment for new patients and schedule delivery appointment for services
  - Manage all incoming billing and claims; maintain medical records
- Assist front desk with phone calls
- General office duties to include but not limited to filing, meeting scheduling/coordination, inventory control, supply management, organizing files, etc.

**Virginia Institute of Pediatric Care**

**Richmond, VA**

**March, 2017 - September, 2022**

***Billing Specialist***

Provide billing and office support for a non-profit interfaith counseling and educational institute

- Manage incoming billing and claims; maintain medical records
- Identify medical coding procedure or fee errors and omissions, making adjustments as needed
- Manage a high customer service office to include answering multiple phone lines
- Primary contact for Psychological Evaluations
- Coordinate and send all materials relating to Evaluation testing calendar as well as administer and scoring of all evaluation as well as reporting final test scores
- Maintain utmost discretion when dealing with patients and sensitive topics
- General office duties to include but not limited to filing, meeting scheduling/coordination, inventory control, supply management, mentoring teammates, organizing files, etc.

**Pediatric Connection**  
**September, 2013 – July, 2016**

**Richmond, VA**

***Medical Office Assistant / Front Desk Receptionist***

Deliver high quality office support dedicated to keeping office running smoothly

- Received and registered patients upon arrival; Scheduled follow up appointments
- Maintained reception waiting area while assuring patient's needs were met
- Respond to incoming calls and provide information and assistance to callers
- Verify all patient demographics, insurance and medical information to ensure company coverage
- Cross-trained in prescription preparation and refills for patients
- Knowledgeable of HIPAA guidelines and educated patients
- Maintained office supplies and general upkeep of patient waiting room

**The Pediatric Center**  
**October, 2008 – September, 2012**

**Richmond, VA**

***Medical Office Assistant / Front Desk Receptionist***

Delivered high quality office support dedicated to keeping office administration as well as patient waiting rooms running smoothly

- Greeting patients and agency visitors, directing them to their correct locations and/or services
- Prepared and balanced daily financial registers; submitted all forms and fees to fiscal department
- Collected and posted fees according to protocol
- Respond to incoming calls and provide information and assistance to callers
- Verify all patient demographics, insurance and medical information to ensure company coverage
- Schedule patient appointments
- Cross-trained in prescription preparation and refills for patients
- Knowledgeable of HIPAA guidelines and educated patients
- Maintained office supplies and general upkeep of patient waiting room