

Lessly Obaya

Medical Office Assistant

✉ lessly.obaya@gmail.com

☎ (251) 593-4187

📍 1234 Sunshine Blvd, San Francisco, CA 94102

Education

Diploma in Medical Office Administration at California College of Vocational Careers, Bakersfield, CA

Sep 2018 - May 2022

Relevant Coursework: Medical Terminology, Anatomy and Physiology, Health Information Management, Medical Billing and Coding, Medical Office Procedures, Electronic Health Records, Medical Transcription, Healthcare Ethics and Compliance, and Medical Office Software Applications.

Links

[linkedin.com/in/lesslyobaya](https://www.linkedin.com/in/lesslyobaya)

Skills

Scheduling

Billing

EMR (Electronic Medical Records)

Transcription

Medical coding

Patient communication

Microsoft Office

Languages

English

Bengali

Profile

Dedicated Medical Office Assistant with 1 year of experience in providing exceptional patient care, administrative support, and managing medical documentation in fast-paced healthcare settings. Adept at appointment scheduling, handling insurance claims, and maintaining patient records with a focus on confidentiality and accuracy. Possesses strong communication skills, a keen attention to detail, and a passion for delivering excellent service to patients and medical staff.

Employment History

Medical Office Assistant at Kaiser Permanente, CA

May 2023 - Present

- Implemented a new electronic filing system for patient records, resulting in a 30% increase in efficiency and reducing file retrieval time by 50%.
- Streamlined appointment scheduling process, leading to a 25% increase in patient satisfaction scores and a 10% reduction in wait times.
- Coordinated with a team of 5 medical professionals to successfully manage a daily caseload of over 200 patients, maintaining accurate documentation and ensuring timely communication between patients and providers.

Medical Office Receptionist at Sutter Health, CA

Sep 2022 - Apr 2023

- Successfully managed the scheduling and appointment booking for over 100 patients daily, ensuring timely access to care and efficient allocation of resources for Sutter Health.
- Streamlined the front office workflow by implementing an electronic check-in system, resulting in a 30% reduction in patient wait times and a 20% increase in overall patient satisfaction scores.
- Coordinated and executed the transition to a new Electronic Health Records system for the entire medical office, training 25 staff members and reducing documentation errors by 15%.

Certificates

Certified Medical Administrative Assistant (CMAA)

Dec 2021

Certified Billing and Coding Specialist (CBCS)

May 2020

Memberships

American Association of Medical Assistants (AAMA)

National Healthcareer Association (NHA)