

# Jimmye Betterman

Medical Office Specialist

## Profile

Dedicated Medical Office Specialist with 1 year of experience in effectively managing healthcare administrative tasks. Adept at patient scheduling, records management, and insurance coordination, ensuring smooth clinic operations. Strong interpersonal skills and a commitment to providing excellent patient care. Actively seeking opportunities to leverage healthcare expertise in a challenging and growth-oriented environment.

## Employment History

### Medical Office Specialist at Florida Medical Office Specialist Inc., FL

Mar 2023 - Present

- Successfully implemented a new Electronic Health Record (EHR) system, resulting in a 20% increase in efficiency and a 15% reduction in paperwork-related errors across the office.
- Streamlined the appointment scheduling process by introducing an online booking system, leading to a 30% decrease in patient wait times and a 25% increase in patient satisfaction ratings.
- Coordinated and managed a team of 10 administrative staff, achieving a 90% retention rate and reducing employee turnover by 50% over a two-year period.
- Developed and executed a targeted marketing campaign, which increased new patient acquisition by 35% and raised overall brand awareness within the local community.

### Medical Office Assistant at Sunshine Medical Office Specialist Services, FL

Jul 2022 - Jan 2023

- Successfully managed a high volume of over 500 patient appointments per week, ensuring timely scheduling and accurate record-keeping, leading to a 10% increase in patient satisfaction scores.
- Streamlined the insurance claims process by implementing an efficient online submission system, resulting in a 15% reduction in claim processing time and a 20% decrease in errors.
- Implemented a new electronic health records (EHR) system at Sunshine Medical Office Specialist Services, leading to a 30% improvement in data accuracy and a 25% increase in staff productivity.

## Education

### Associate of Applied Science in Medical Office Administration at Miami Dade College, Miami, FL

Aug 2018 - May 2022

Relevant Coursework: Medical Terminology, Anatomy and Physiology, Medical Office Procedures, Health Information Management, Medical Billing and Coding, Electronic Health Records, Medical Law and Ethics, Office Software Applications, and Customer Service in Healthcare.

## Details

[jimmye.betterman@gmail.com](mailto:jimmye.betterman@gmail.com)

(545) 357-9588

1234 Sunshine Blvd, Orlando, FL 32801

## Links

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

## Skills

Billing

Coding

Scheduling

Transcription

EMR (Electronic Medical Records)

HIPAA Compliance

Telemedicine

## Languages

English

Bengali

## Hobbies

Organizing medical workshops

Volunteering at health fairs

Reading medical journals and articles