



# Maudie Saffles

## Medical Support Assistant

Dedicated Medical Support Assistant with 1 year of experience providing seamless administrative support in fast-paced healthcare environments. Proficient in managing patient scheduling, data entry, and medical records, while ensuring accurate and efficient communication between patients and healthcare professionals. Committed to maintaining patient confidentiality and delivering exceptional customer service to foster positive patient experiences.

[maudie.saffles@gmail.com](mailto:maudie.saffles@gmail.com) 

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### Education

**Associate of Applied  
Science in Medical Office  
Administration at Central  
New Mexico Community  
College, Albuquerque, NM**

Sep 2017 - May 2022

Relevant Coursework: Medical Terminology, Anatomy and Physiology, Medical Office Procedures, Health Information Management, Medical Billing and Coding, Medical Law and Ethics, Medical Office Software Applications, and Medical Office Communications.

### Links

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

### Skills

Scheduling



Recordkeeping



Billing



EMR (Electronic Medical  
Records)



Patient Communication



Insurance Verification



Medical Terminology



### Employment History

#### Medical Support Assistant at Presbyterian Healthcare Services, NM

Mar 2023 - Present

- Successfully streamlined the appointment scheduling process, leading to a 20% reduction in patient wait times and a 15% increase in overall patient satisfaction scores within a year.
- Implemented an effective electronic health records system, improving data accuracy by 95% and reducing the time spent on manual documentation by 30% over a six-month period.
- Coordinated and managed a team of 10 support staff members, resulting in a 25% increase in efficiency and contributing to a 10% reduction in operating costs within two years.

#### Medical Support Assistant Trainee at Lovelace Health System, NM

Jul 2022 - Jan 2023

- Successfully completed a comprehensive 6-month training program, gaining in-depth knowledge of medical support systems, patient care, and administrative tasks specific to Lovelace Health System.
- Streamlined the appointment scheduling process, reducing patient wait times by 15% and increasing overall patient satisfaction by 10%.
- Assisted in updating and maintaining accurate electronic health records for over 5,000 patients, ensuring timely access to critical medical information for healthcare providers and improving overall patient care quality.
- Collaborated with a team of 20 medical support professionals to develop and implement a new patient registration process, resulting in a 25% reduction in registration errors and an increase in patient throughput by 20%.

### Certificates

#### Certified Medical Administrative Assistant (CMAA)

Aug 2021

#### Certified Patient Service Specialist (CPSS)

Mar 2020