

Nicole Dias

Certified Medical Assistant

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A results-driven Medical Assistant with 7+ years of hands-on experience in patient care coordination, administrative support, and clinical tasks. Adept at enhancing the patient experience through compassionate interactions and attention to detail.

EXPERIENCE

Little Flowers Care Center

2015 to Present

Medical Assistant

Acting as the primary medical assistant for three pediatricians, catering to a bustling practice focused on children aged 2-15. Responsible for inventory management and clinical coordination, consistently ensuring top-tier patient care and seamless daily operations.

Key Contributions

- In the chief administrator's absence, adeptly managed fiscal responsibilities.
- Skillfully executed administrative tasks, including answering calls, scheduling appointments, maintaining medical records, processing patients, and overseeing billing and bookkeeping.
- Ensured rigorous cleanliness, hygiene, and upkeep of all facilities and equipment.
- Put stringent quality assurance protocols into action, adhering to HIPAA, CLIA, and OSHA regulations.
- Handled emergencies effectively, preventing potential issues while providing a reassuring presence to alleviate patient anxiety.
- Gained comprehensive training in collecting laboratory samples and handling documentation. Safely administered medications and injections under guidance.

EDUCATION

Star Career Academy

May, 2018 to July, 2018

Certified Medical Reimbursement Specialist (CMRS) certification

Key Course Highlights

- Medical billing and coding
- Insurance procedures
- Medical office management

Earnest Cooper High School of Continuing Medicine

2013 to 2015

Associate Degree in Medical Assisting

Internships

Family Home Health Center: Worked as an assistant in the Casualty Care Unit around-the-clock for one month. Gained extensive experience in performing accidental first-aid and handling fractures and stitches.

SKILLS

Administrative:

Completing insurance forms, Scheduling appointments, Follow-up on patients, Room preparation, Supplies management,

Clinical:

Noting vital signs, BLS and CPR Certified, Familiar with ICD-9 and CPT coding, Procedures assistance, Lab tests / Phlebotomy, and Patient Education.

FLEXIBILITY

- Available from 8 A.M.- 6 P.M. and 1 A.M.- 5 A.M.
- Can work on weekends and other holidays when staff coverage is less.

CERTIFICATIONS

- Certified Medical Assistant (CMA) from the American Association of Medical Assistants (AAMA)
- Basic Life Support (BLS) Certification

AWARDS & RECOGNITION

Awarded the "Outstanding Patient Care Award" for sustained service excellence.

LANGUAGES

English (Fluent), Spanish (Intermediate)

PROFESSIONAL AFFILIATIONS

- Member, American Association of Medical Assistants (AAMA)
- Associate, State Medical Assistants Association

HOBBIES

- Wellness advocate with active participation in health campaigns and community programs.
- Dedicated meditation practitioner, emphasizing the importance of mental health in total wellbeing.
- Proactive volunteer at local health fairs.