**Norma Martin**

Randolph, MA 02368  02368, Randolph, MA  • 555-555-5555 • example@example.com

**Professional Summary**

Detail-oriented and knowledgeable Medical Assistant Supervisor skilled at completing patient-facing and office-based tasks by applying intense multitasking and organizational abilities. Independent worker with extensive medical experience and fastidious nature dedicated to optimal patient care. Conversational Spanish abilities.

**Work History**

Medical Assistant Supervisor, 10/2017 to Current

Brockton Hospital – Randolph, MA

* Prevent drug interactions and contribute to correct diagnosis by recording patient health information, monitoring vitals, and updating patient files with Electronic Health Record (EHR) software.
* Examine and address lacerations, contusions, and physical symptoms to assess and prioritize the need for further attention.
* Triage over 10 patients by phone and provide general assistance for basic and advanced needs each day.

Certified Medical Assistant, 06/2012 to 10/2017

Brockton Hospital – Randolph, MA

* Engaged with patient family and friends to provide courteous, efficient visit experience.
* Maintained accurate, timely information flow by completing thorough patient records and updating the healthcare team on patient status.
* Delivered nursing assistance to residents in a 20-bed hospital care facility.

Medical Assistant Student Intern, 09/2010 to 06/2012

SMG Randolph Internal Medicine – Randolph, MA

* Managed supplies and restocked inventory to promote optimal availability for patient care.
* Provided primary care to over 15 patients per week by bathing and grooming patients, changing bedding, and preparing meals.
* Maintained sanitary conditions by providing immediate wound care and dressing changes.

**Skills**

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| * Multi-tasking and prioritization
* Samples collection
* Patient triaging
* Healthcare platforms
 | * Assisting physicians
* Educating families
* First Aid/CPR
* MEDITECH software
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**Education**

Associate of Science: Medical Assisting

MCPHS University - Boston, MA

**Certifications**

First Aid & CPR - 2019