

 (555) 789-0123

 liam.johnson@email.com

 Phoenix, AZ

## EDUCATION

### Certificate in Medical Administrative Support

Maricopa Community College – Phoenix, AZ

Graduated: May 2024

## SKILLS

- EMR Systems: EPIC
- Medical Terminology Basics
- Front Desk Management
- Customer Service

# LIAM JOHNSON

## UNIT SECRETARY

### PROFESSIONAL SUMMARY

Motivated and detail-oriented professional seeking an entry-level unit secretary position. Recently completed coursework in medical administration, with hands-on training in EMR systems and medical terminology. Excels in communication, organization, and maintaining confidentiality.

### EXPERIENCE

- January 2024 - May 2024

#### Administrative Intern

Banner University Medical Center / Phoenix, AZ

- Assisted unit secretaries in daily tasks, including patient check-ins and updating records.
- Shadowed medical staff to gain understanding of unit workflows and effective communication.
- Entered data into the hospital's EPIC system with 98% accuracy.
- Provided support during team meetings by preparing agendas and taking minutes.

- July 2022 - December 2023

#### Receptionist

Valley Health Clinic / Phoenix, AZ

- Answered and routed calls, scheduled appointments, and assisted patients with general inquiries.
- Maintained patient confidentiality and HIPAA compliance in all interactions.
- Managed the clinic's appointment calendar to optimize patient flow.
- Assisted with insurance verifications and payment processing.

### VOLUNTEER EXPERIENCE

- March 2022 - June 2022 / St. Luke's Community Clinic – Phoenix, AZ

#### Administrative Volunteer

- Greeted patients and helped them fill out initial paperwork.
- Assisted with file organization to improve office efficiency.
- Supported administrative staff during outreach events.