



MARK BAKER

Medical Scheduler

(512) 555-7890 

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Austin, TX 



PROFESSIONAL SUMMARY

Motivated and detail-oriented entry-level Medical Scheduler seeking to apply organizational and customer service skills in a healthcare setting. Eager to contribute to the efficient scheduling operations at Austin Family Health Center and support patient care through effective appointment management.

LinkedIn: /in/markbaker

EDUCATION

Associate of Applied Science in Medical Office Administration

Austin Community College, TX

Graduated: May 2024

SKILLS

- Familiar with eClinicalWorks, Microsoft Office Suite, and Google Workspace **Expert**
- Strong organizational and multitasking abilities **Expert**
- Effective communication and interpersonal skills **Expert**
- Customer service experience in a fast-paced environment **Expert**

COURSES

2023

CPR and First Aid

American Heart Association

EXPERIENCE

2024 - 2024

Medical Office Intern

Austin Family Health Center / Austin, TX

- Assisted with scheduling appointments for new and returning patients using the eClinicalWorks software.
- Managed patient check-in and check-out processes, ensuring all personal and insurance information was up to date.
- Answered calls and emails to provide appointment information, confirm patient visits, and relay messages to healthcare providers.
- Learned basic billing and coding processes to support the front office team.
- Observed medical professionals during patient visits to better understand the scheduling needs of different specialties.

COMMUNITY INVOLVEMENT

- Volunteer at **Austin Health Outreach** providing support during fairs and assisting with appointment scheduling for underserved communities (2022-Present).
- Active member of the **Austin Medical Assistants Association (AMA)** participating in monthly networking and professional development events.