Mei Haddad

Certified Medical Assistant

Tampa, FL · mei.haddad@example.com · (813) 555-0118 · LinkedIn

SUMMARY

Certified medical assistant with 3 years of experience in family and pediatric practices, handling vitals, injections, EKGs and charting in Epic. Manages intake and scheduling for up to 32 patients a day and trains new front-desk staff on insurance verification. BLS certified.

EXPERIENCE

Medical Assistant — Palm Harbor Family Medicine

Tampa, FL · Apr 2023 – Present

- Room and prep up to 32 patients a day for 3 providers, recording vitals, medication lists and chief complaints in Epic before each visit.
- Administer 15–20 injections and vaccines weekly, including flu and childhood immunizations, following provider orders and documenting lot numbers.
- Schedule and confirm appointments for a 4-provider practice, cutting same-day no-shows from 14% to 8% with a new reminder-call routine.
- Verify insurance eligibility for 25 patients a day and resolve coverage issues before visits, reducing billing department callbacks by a third.

Medical Assistant — Sunrise Pediatric Associates

Tampa, FL · Feb 2021 – Mar 2023

- Took vitals and growth measurements for up to 40 pediatric patients a day, flagging abnormal readings to providers before exams.
- Assisted with 10 to 12 minor procedures a week, including suture removal and ear lavage, and prepared exam rooms to clinic infection-control standards.
- Entered orders and updated immunization records for 25 patients a day in Athenahealth, keeping the clinic's state registry submissions current.

SKILLS

Clinical: Vitals, EKG, phlebotomy, injections, wound care, sterile technique

Administrative: Scheduling, insurance verification, prior authorizations, HIPAA compliance

Systems: Epic, Athenahealth, electronic prescribing

Patient care: Intake interviews, patient education, bilingual (English/Spanish)

CERTIFICATIONS

Certified Medical Assistant (CMA), AAMA, 2021

BLS Certification, American Heart Association, current

EDUCATION

Medical Assistant Certificate, Hillsborough Community College, 2020

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