

THOMAS B. DAVIS
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SSN: xxx-xx-xxxx

U.S. Citizen: Yes
Veteran's Preference: Yes
Federal Civilian Employee: Yes
Eligible for Reinstatement: No

JOB ANNOUNCEMENT: Medical Support Assistant- 0679- 04/05
ANNOUNCEMENT NUMBER: xxxxxxxx

PROFESSIONAL SUMMARY

Current enrollment in Administrative Medical Assistant program at CSI Career College, including externship at Kaiser Permanente. Demonstrated understanding and proficiency in various medical practices, processes, and procedures, as well as knowledge of regulatory compliance issues pertinent to the medical field. Career track demonstrates promotions to increasingly responsible positions, formal recognitions and awards for performance, and the consistent achievement of goals.

CORE QUALIFICATIONS

ADMINISTRATIVE SUPPORT: Provide broad range of administrative functions and demonstrate knowledge on variety of clinic processes, regulations, policies, and procedures. Support Advance Clinic Access Programs by entering future appointments within recall package and notifying patients of appointment. Serve as a receptionist in providing telephone assistance, responding to inquiries using a multi-line telephone system. Track and bill patients; reconcile accounts to ensure accuracy in bookkeeping. Open and maintain standard paper and computerized files.

MEDICAL FRONT OFFICE PROCEDURES: Accurately schedule and reschedule appointments to ensure efficient operation. Represent physicians professionally, displaying positive attitude and behavior at all times. Demonstrate proficiency in medical filing, records management, and general medical office procedures.

DATA MANAGEMENT: Print reports to ensure accurate, timely input of data on a regular basis. Enter appointment management information into relevant applications. Protect data from unauthorized release, loss, alteration, or deletion. Follow applicable regulations and instructions regarding access to computerized files and release or access codes. Gained hands-on experience in Lytec computer software.

PATIENT & INTERPERSONAL RELATIONSHIPS: Ensure full comfort and provide the highest level of courtesy, friendliness, and treatment for patients. Excellent bilingual and communication skills, working well independently and within team environments.

COMPUTER & TECHNICAL SKILLS: Microsoft Windows XP, Word, Excel, Access, PowerPoint, Outlook; CPT/ICD-9 Coding Insurance Forms, Lytec Software, 10-Key

WORK EXPERIENCE

4/08-5/08, Externship, Hours/week: 40, Salary: Non-paid, St. Joseph Medical Center, Vallejo, CA, 94520, Supervisor: Loraine Smith, Telephone: 707-xxx-xxxx, Permission to contact.

Completed 120 hours as part of the Externship program for MCI Career College.

OFFICE PROCEDURES: Scheduled appointments and completed rescheduling as needed to maintain efficiency within the office. Used multi-line phone system in responding to client inquiries. Maintained patient records and files (paper and computer files), upholding full confidentiality to protect clients' medical histories. Tracked and billed clients, reconciling accounts to ensure accuracy.

INTERNAL TEAMWORK & COMMUNICATIONS: Represented physicians in a highly professional manner; worked jointly with medical and office personnel in addressing and resolving various issues. Identified clients' needs and employed continual communications to ensure their satisfaction. Assisted clients with filling out required forms.

ACCOMPLISHMENTS: Received high grade for overall performance, excelling within the program and exceeding expectations of supervisor. Gained experience and skills in basic administrative functions, applying variety of processes regarding eligibility and benefits, clinic support data collection, medical records management, and customer service. Completed training in legal, liability, and ethics considerations proven to maintain confidentiality.

2/06-11/06, Security Supervisor, Hours/week: 40, Salary: \$16.00/hr., Red River Casino, San Pablo, CA, Supervisor: Phillip Covair, Telephone: xxxxxxxx, Permission to contact.

Oversaw all aspects of security and law enforcement, including scheduling, perimeter security, customer service, traffic control, strategic planning, and other assigned duties.

STAFF DEVELOPMENT & SUPERVISION: Supervised all security/safety personnel, reporting directly to the Director of Security. Assigned personnel to established work areas and project roles. Ensured proper orientation, training, and ongoing education for all staff. Attended and participated in staff meetings on a scheduled basis to provide input and guidance. Monitored associates' attendance and took proactive steps when observing patterns of absenteeism. Prepared associate disciplinary and variance reports, conducting follow-up investigations as needed and reporting findings to the appropriate director. Provide guidance and motivation to associates to help them reach their fullest potential.

WORKFLOW PLANNING & PRIORITIZATION: Planned and coordinated project work to ensure that proper frequencies were maintained. Revised duty lists to maintain up-to-date status, reviewing list periodically with regular and relief associates.

QUALITY ASSURANCE: Used proactive approach in identifying and correcting facility quality assurance concerns, with timely follow-up. Participated in facility Quality Assurance Program as required. Conducted quality assurance inspections per assignment. Kept records and appropriate log books current, including all necessary documentation.

SECURITY MAINTENANCE: Responded to concerns and requests with urgency, taking necessary corrective action that included timely follow-up. Reported all unsafe equipment and acts to the appropriate director. Ensure that the integrity of security is maintained at all times.

ACCOMPLISHMENTS: Earned commendations from supervisor for excellent customer service. Achieved high quality percentage in all areas of assignment. Improved knowledge and capabilities of team members through continual training and coaching.

10/85-11/05, Supervisor / Letter Carrier, Hours/week: 50+, Salary: \$21.00/hr., United States Postal Service, Sacramento, CA 95627, Supervisor: Don Applebee, Telephone: 916-581-7322, Permission to contact.

As Supervisor, managed over 200 letter carriers, clerks, and custodians. As Letter Carrier, sorted and delivered mail to residential and business customers.

STAFF BUILDING, DEVELOPMENT & SUPERVISION: Interviewed applicants and provided hiring recommendations. Trained, mentored, supervised, and evaluated team members. Worked closely with the staff to ensure timely and accurate completion of all duties in highly time-sensitive, stressful atmosphere. Ensured positive communications and interactions with diverse, multicultural team.

MULTITASK MANAGEMENT: Managed administration of daily sales ranging from \$30,000 to \$80,000, sending daily sales to the main office via registered mail. Created task schedules, optimized workflow, and addressed/resolved problems in keeping with delivery time goals.

CUSTOMER SERVICE: Served as the key point of contact for all escalated customer service issues. Listened intently to customer concerns and took immediate corrective action to ensure full satisfaction. Communicated importance of the postal service within the community to build goodwill among community members/customers.

ACCOMPLISHMENTS: Created pilot program to educate customers on responsibilities and challenges of the U.S. postal system, contributing to improved customer satisfaction and earning formal recognition from District Manager for efforts (1994). Recognized by Supervisor of Customer Services for efforts in helping team of 200 workers and 10 managers improve their relationships with each other by having managers increase employee involvement with the goals of the USPS: cited for “enthusiastic dedication and commitment to excellent service and

customer satisfaction..." (1993). Commended by General Manager for exemplary service: "he has demonstrated his ability to do the job far beyond my expectation...he is very knowledgeable in regards to NALC contract agreement as well as the M41 City Carrier Handbook" (2005).

04/1990-09/2000, E-5, Hours/week: 40, Salary: E-5, United States Army, Fort Hood, TX, Supervisor: Lieutenant Johnson, Telephone: N/A, Permission to contact.

Supervised teams in daily and weekly activities, motivating team members to reach various goals and objectives of the U.S. Army.

MILITARY ASSIGNMENTS: 1st Cav. Div. (1999-2000), 502mp Army Reserves, S.J., CA 1986-1988, 570th M.P., Concord, CA (1995-1996); 1st Cav. Division, 1983, 1/41 2nd A.D, Forth Hood, Texas (1992 - 1993); Ranger Battalion Training Brigade, Forth Benning, Georgia (1992); National Guard – 1990 to 1991; US Army (2 Times), Military Police – 6 Years (1990 to 1991), (1990 to 1991) – Active Duty – Army(2nd time), 1990 – 1991 – Sergeant, 1990 – 1991 – E-4 – Specialist; National Guard, 1990 – 1991 – E-4 – Corporal; US Army – 1990 – 2000

GENERAL DUTIES: Followed orders under supervision and in independent environments. Used weapons and camouflage, read and interpreted maps, and enforced UCMJ and State of Texas laws. Ensured weapons were in proper order. Provided radio communications.

ACHIEVEMENTS: Received awards for performance. Promoted to Acting Corporal (supervising squad personnel), Patrol Supervisor, and Assistant Squad Leader.

EDUCATION

Certificate of Completion, Administrative Medical Assistant: 38.5 Units, 7/07-5/08
CSI Career College, Elk Grove, CA 95624

Associate's Degree in Administration of Justice, 6/78-6/80
Consumnes Community College, Elk Grove, CA 95624

General Education Diploma
Adult School, Salt Lake City, UT