

## MEDICAL ADMINISTRATIVE ASSISTANT

Passionate leader with twenty six years experience in administration and customer service within office and sales environments. Outstanding diplomacy that consistently produces mutually beneficial, lasting client relationships. Adept at exceeding customer experience, productivity, and sales targets through hands-on relationship building, exceptional customer service, and superb organizational and time management skills.

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## CORE COMPETENCIES

- Office Management
  - Customer Experience
  - Records Management
  - Troubleshooting & Support
  - Microsoft Office Proficiency
  - Medical Supply Management
  - Communication & Diplomacy
  - Staffing, Coaching, and Training
  - Meeting / Conference Coordination
  - Relationship Building / Management
  - Time Management
  - Superb Organization
  - Reporting & Analysis
  - Travel Arrangements
  - Inventory Management
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## PROFESSIONAL EXPERIENCE

**Sample Title – Sample Company** Sample, State (05/2010 – Present)  
Build and maintain mutually beneficial relationships with clients onsite and offsite. Provide customer service in-person and by phone (inbound and outbound). Increase quarterly revenues in assigned territory and maintenance accounts daily. Attend trade shows and coordinate medical information sessions for new compliance regulations.

**Sample Title – Sample Company** Sample, State (04/2006 – 04/2010)  
Interviewed, hired, trained, and completed all performance reviews for staff at three location. Efficiently completed scheduling, payroll processing, and all administrative duties including correspondence, organization of events and meetings, and planning client appreciation parties and events. Drove sales by motivating staff to meet and exceed targets, creating promotional offers, and maintaining advertising and media marketing on salon website, Facebook, and Twitter.

**Sample Title – Sample Company** Sample, State (12/1998 – 04/2006)  
Provided extraordinary customer service while consulting with customers for solution selling and technical troubleshooting. Maintained accounts and educated customers on service offerings and devices. Mentored and trained new employees, managed store inventory, completed daily cash drawer reconciliation, and managed daily sales and cash flow reporting.

**Sample Title – Sample Company** Sample, State (09/1993 – 11/1998)  
Provided exemplary customer service and built lasting relationships while managing sample accounts and contracts. Performed solution selling, account maintenance, technical support, and the planning and scheduling of events for clients and employees. Trained new and existing team members on methods, procedures, best practices, systems, and operations. Handled department customer escalations and assisted team managers with reporting, filing, and booking department travel arrangements. Consistently met and exceeded sales and customer experience targets.

**Sample Title – Sample Company** Sample, State (02/1989 – 08/1993)  
Interviewed, trained, and managed daily and ongoing performance reviews for all office staff. Effectively completed all administrative duties, including scheduling, payroll, productivity reporting, and daily cash drawer reconciliation. Provided and oversaw customer service, for new and existing clients, including account creation, product and service training, and payment processing.

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## EDUCATION & LICENSES

**Sample University – B.A. Sample Degree** Sample, State (04/2001 – 09/2003)  
**License of Sample Field – Sample Licensing Agency** Sample, State (08/1987 – 07/1988)