

# Jackelyn Rohrbaugh

Medical Administrative Assistant

## Profile

I am an experienced medical administrative assistant who has gained a broad range of knowledge and skills in the field. I have worked extensively with patients, doctors, nurses, and other staff members to ensure smooth communication and coordination of care. I have also developed strong organizational skills that are essential for maintaining efficient office operations. In addition, I possess excellent customer service skills which enable me to effectively handle inquiries from patients and their families.

## Employment History

### Medical Administrative Assistant at Baptist Health South Florida

Mar 2022 - Present

- Answered an average of 60 calls per day.
- Responded to patient inquiries in a timely and courteous manner.
- Scheduled appointments for patients.
- Verified patient insurance benefits.
- Processed medical claims.
- Assisted with the preparation of charts for physician review.

### Healthcare Administrative Assistant at Memorial Healthcare System

Aug 2018 - Jan 2022

- Arranged and executed travel logistics for five out-of-state conferences, averaging 10 attendees each.
- Redesigned the office filing system, reducing paper waste by 25%.
- Processed insurance claims totaling \$2.5 million over a three month period.
- Ordered and managed inventory of medical supplies, saving the practice \$600 per month.
- Coordinated care for 100 patients with chronic illnesses.
- Answered an average of 200 phone calls per day.

## Education

### Associate's Degree at Northeastern College, Boston, MA

Aug 2014 - May 2018

## Certificates

### OSHA (Occupational Safety and Health Administration)

Mar 2021

### HIPAA (Health Insurance Portability and Accountability Act)

Jul 2019

### Medical coding certificate

May 2018

## Details

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## Links

[linkedin.com/in/jackelynrrohrbaugh](https://www.linkedin.com/in/jackelynrrohrbaugh)

## Skills

Basic computer skills

Medical terminology

Scheduling appointments

Answering phones/transferring calls

Filing medical records

Insurance and billing processes

Adhering to HIPAA regulations

## Languages

English

Arabic