

# SIDDHI KLESSIG

Medical Support Assistant

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830-682-7094

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## PROFILE

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I have extensive experience working as a Medical Support Assistant. I have gained medical knowledge through my work, and I am able to apply this knowledge in a clinical setting. My work has also given me excellent customer service skills, which I can use to build rapport with patients and their families. In addition, I have strong organizational skills that allow me to keep the clinic running smoothly.

## LINKS

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

## SKILLS

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Medical terminology



Customer service



Data entry



Computer skills



Phone etiquette



Multitasking



## LANGUAGES

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English



French



## EMPLOYMENT HISTORY

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### ● Medical support assistant at Army National Guard (WI)

May 2022 - Present

- Assisted in scheduling and coordinating appointments for up to 30 patients per day.
- Successfully managed medical records for a caseload of 100+ patients.
- Acted as a liaison between patients and physicians, relaying important information and answering questions.
- Demonstrated expert knowledge of insurance plans and billing procedures, successfully resolving over \$10,000 in outstanding claims.
- Received widespread praise from patient surveys for providing excellent customer service.
- Kept waiting room organized and running smoothly by handling all paperwork related to patient check-in/check-out.

### ● Healthcare worker at Aurora Health Care (IL)

Jul 2019 - Apr 2022

- Completed medical transcription for 150+ patient files per week.
- Answered approximately 200 phone calls per day from patients and doctors.
- Scheduled appointments for 30+ patients per day.
- Filed away 150+ patient files per week.
- Inputted data for 50+ insurance forms daily.
- Billed 100+ invoices to the correct insurance companies monthly.

## EDUCATION

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### Associate's Degree at Emory University, Atlanta, GA

Aug 2014 - May 2019

While studying to be a Medical Support Assistant, I completed an internship at a local hospital. After completing my schooling and passing the certification exam, I began working as a Medical Support Assistant.

## CERTIFICATES

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### Medical Administrative Assistant Certificate (MAAC)

Dec 2020

### Medical Billing and Coding Specialist Certificate (MBCSC)

Jun 2019

### Clinical Medical Assistant Certificate (CMAC)

Feb 2018