

AMEERAH VICTORIA

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📍 Port Arthur, TX 77640

🔗 [Bold Profile](#)

PROFESSIONAL SUMMARY

Highly motivated and committed Medical Assistant/ Customer Service Representative with proven history of superior performance at individual, team and organizational levels. Multitasks and prioritizes workloads with little or no supervision. Detail-oriented professional looking to bring medical background and team-building skills to deadline-driven environment. Conscientious Healthcare professional offering over 9 years of experience in fast-paced settings. Competent in organizing charts, preparing patient rooms and supporting diagnostic processes through laboratory testing and medication administration. Positive and upbeat with excellent communication skills.

SKILLS

- Microsoft Office
- Motivational Leadership
- Handling Customer Complaints
- Documentation and control
- Staff Management
- Scheduling
- Excellent Communication
- Multitasking and Prioritization
- Dictation and Transcription
- Updating Medical Records
- Supply Management
- Venipuncture Expertise

EDUCATION

Vista College
Beaumont, TX • 05/2013

Diploma: Medical Assistant

CERTIFICATIONS

- HIPAA Certified
- DOT Drug screen Certified
- Hair Follicle Testing Certified
- Oral Fluids Certified
- Alcohol Testing Certified

WORK HISTORY

Progressive Insurance Companies - Customer Service Representative 04/2022 - 01/2023

- Handled customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Answered constant flow of customer calls with minimal wait times.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
- Reached out to customers after completed sales to suggest additional service or product purchases.

Occupational Medical Care - Office manager

Nederland, TX • 04/2013 - 04/2022

Promoted to Office Manager July 2019.

- Established workflow processes, monitored daily productivity and implemented modifications to improve overall performance of personnel.
- Managed budgets, appointment scheduling, employee and event itineraries and accounts to improve productivity initiatives.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Coached new hires on company processes while managing employees to achieve maximum production.
- Assessed processes and procedures, complying with OSHA and HIPAA regulations.
- Developed close working relationships with front office and back office staff.
- Communicated effectively with staff members, physicians and patients, employing active listening and interpersonal skills.
- Developed policies and procedures for effective practice

management.

- Created and managed electronic patient records, encompassing data entry and administrative functions related to insurance, billing and accounts receivable.
- Workers comp knowledgeable

Occupational Medical Care - Medical Assistant

04/2013 - 07/2017

- Vital Signs
- Patient Triage
- Pulmonary Function Testing
- Phlebotomy
- Filing
- Drug Screening
- Audio/Visual Screening
- Documented vital signs and health history for patients in clinic and hospital environments.
- Kept medical supplies in sufficient stock by monitoring levels and submitting replenishment orders before depleted.
- Prepared initial patient charts for admission.
- Scheduled appointments, registered patients administered vaccines

McDonald's - Assistant Manager

05/2010 - 04/2011

- Pulled staff drawers (cash tills)
- Document all monetary transactions and report to management
- Resolved Customer Issues
- Managed staff and schedules
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Monitored security and handled incidents calmly.
- Mentored sales team in applying effective sales techniques and delivering top-notch customer service.

Sears - Merchandise Customer Assistant

05/2009 - 05/2010

- Customer Service
- Inventory of Supplies
- Assist Customers in their purchasing needs
- Organized stock room by sorting merchandise for sales floor.
- Alerted management of merchandise sales trends and customer merchandise requests.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Maintained up-to-date knowledge of product and service changes.
- Trained new personnel regarding company operations, policies and services.