

# JANE SMITH

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## EXPERIENCED MEDICAL TRANSCRIPTIONIST/ADMINISTRATIVE SPECIALIST

Executive & Staff Assistance/Accounts Payable & Receivable/Business Operations & Management

### PROFESSIONAL OVERVIEW

A highly motivated, self-directed, and detail-oriented Administrative Professional with extensive experience and an impressive record of achievements within all facets of executive support, medical transcription, business operations, and project management. Accustomed to working under fast-paced, high-volume, time-sensitive conditions. Recognized as a performer able to manage multiple responsibilities simultaneously, successfully and efficiently resolve issues, and consistently meet and exceed established goals and objectives. Innate ability to combine time/resource-management skills and implement strategic administrative and operational initiatives to enhance productivity, quality, client service, and overall bottom-line performance. Quick learner with the capacity to easily grasp and apply new ideas, concepts, methods, and hardware/software knowledge for increased efficiency. Highly developed interpersonal, organizational, analytical, and trouble-shooting skills. Exceptional written, oral, and technical aptitude. Administrative Typing Speed: 80+ WPM. Transcription Typing Speed: 90 - 120 WPM.

### CORE COMPETENCIES

- *Medical Terminology*
- *Relationship Management*
- *Multi-Line Telephones*
- *Staff Leadership/Training*
- *Database Management*
- *Executive & Staff Support*
- *Accounts Payable/Receivable*
- *Report Generation/Tracking*
- *Writing/Editing/Proofreading*
- *Human Anatomy/Physiology*
- *Foreign Accent Comprehension*
- *Project Planning/Management*
- *Authentic Physician Dictation*
- *English Grammar/Punctuation*
- *Inventory Purchasing/Control*

### EDUCATION

Medical Transcription Certificate - At-Home Professions Medical Transcription Program  
Bachelor of Science Degree in Business Administration - University of Denver, Denver, Colorado

### TECHNICAL/SOFTWARE KNOWLEDGE

- *ExText Client Applications*
- *ExVoice*
- *Database Explorer*
- *Microsoft Office XP*
- *Microsoft Excel*
- *Microsoft WORD*
- *Outlook/Outlook Express*
- *PowerPoint*
- *QuickBooks*

### PROFESSIONAL EXPERIENCE

**ABC Company** Any Town, USA Feb. 2002 - Apr. 2010

*Medical Transcriptionist/Assistant Administrator*

Provided support for and interpreted, transcribed and verified dictations for up to fourteen (14) physicians for a premier cancer research and treatment facility in Iowa.

- Transcribed time-critical physician dictations; performed extensive quality assurance including researching dictation errors, editing, lab level verification, and drug verification.
- Maintained extensive knowledge of Federal/State laws and HIPPA laws, and their relationships with Medicare and Medicaid policies.
- Authorized MT service and supply orders for accuracy; generated reports and developed and updated spreadsheets.
- Recruited, trained, scheduled, and managed a staff of six (6) remote Transcriptionists; provided leadership by creating a collaborative, innovative, and results-orientated environment and acted as a champion of staff training on processes and operating models.
- Coordinated continuing education requirements; monitored state mandates and employed tracking systems to ensure compliance.
- Analyzed office productivity; set-up network with both in-house and remote access and maintained and monitored staffing levels, skills, and motivation to fulfill organizational requirements.

#### **Selected Accomplishments:**

- Provided ongoing direction, coaching, mentoring, and staff support.
- Consistently increased productivity, reduced costs, and streamlined operations.
- Proven track record in outstanding communication, ethics, compliance, and personal performance.

## PROFESSIONAL EXPERIENCE (CONTINUED)

**ABC Company** **Any Town, USA** **Oct. 1999 - Apr. 2000**  
*Accounts Payable Manager/Accounts Receivable Coordinator*

Directed all aspects of billing for a well-established heavy construction company made up of twenty-five (25) plants located throughout Iowa and Texas.

- Direct responsibility for all accounts payable functions for all twenty five (25) plants; oversaw payroll and weekly check distribution, managed company expense accounts, maintained sixty (60) credit card accounts, and monitored petty cash.
- Provided excellent front-line customer service to employees; researched and resolved problems, maintained required certification and insurance for all truck drivers, and provided guidance.
- Received and processed payments.
- Initiated collection calls, secured payments, and negotiated payment arrangements.
- Complied with organizational guidelines; researched, processed, and tracked a high-volume of paperwork.

**Selected Accomplishments:**

- Established and maintained strong working relationships with all departmental staff.
- Organized and employed new procedures to ensure office efficiency.

**ABC Company** **Any Town, USA** **Sept. 1999 - May 2000**  
*Bookkeeper*

Provided high-quality administrative support to a local screen-printing and embroidery business.

- Maintained accounting procedures; coordinated accounts payables/receivables, balanced the general ledger, prepared payroll reports, and accurately reconciled bank statements.
- Managed and reported accurate records of financial information; prepared monthly and annual business forecasts and disseminated to management.

**Selected Accomplishments:**

- Initiated, implemented, and maintained a new software program designed to ensure maximum efficiency.
- Reorganized bookkeeping system; resulted in enhanced efficiency and increased accuracy of numbers.

**ABC Company** **Any Town, USA** **May 1994 - Sept. 1999**  
*Inventory Controller*

Maintained accurate levels of materials and supplies for an established steel company; leveraged a combination of client relations, business development, bookkeeping, and operating experience with an emphasis on multi-faceted administrative duties.

- Managed, controlled, and purchased inventory; coordinated vendor delivery schedules to ensure appropriate levels of inventory and calculated materials costs on a weekly basis.
- Prioritized manpower, raw materials, and production time to meet critical customer requirements; ensured critical shipping timelines met by production team.
- Oversaw accounts payable/receivable, inventory accounting, and annual product and cost balancing.
- Assisted in customer relations including reception, inside sales, order processing and follow through.

**Selected Accomplishments:**

- Effectively led cross-functional teams within a diverse organization.
- Recognized for cost containment, profit attainment, schedule adherence, and customer satisfaction.

## TEACHING EXPERIENCE

- Kaplan Instructor, West Des Moines, Iowa, Sept. 2003 - May 2004

## PROFESSIONAL AFFILIATIONS/COMMUNITY INVOLVEMENT

- Member, National Medical Transcription Association
- Member, Women's Business Association
- Participant, Avon Breast Cancer Foundation Rocky Mountain Two Day 40-Mile Walk (3 Years)
- Participant, Komen Foundation Race for the Cure (10 Years) and Romp to Stomp (1 Year)