

Grace Garza-Lopez

Phone Representative

Fort Collins, CO 80525

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To contribute in a professional environment where my strong medical assisting skills and my sincere desire to learn will make my duties productive and enjoyable for myself and my employer

WORK EXPERIENCE

Phone Representative

EAN Holdings - Fort Collins, CO - 2014-06 - 2014-11

Transferred phone calls to adjusters and reviewed voicemails

- Worked directly with insurance companies to file claims
- Performed data entry and referred customers to different departments

Medical Assistant

PVH Occupational Health Service - Fort Collins, CO - 2006-07 - 2007-09

Performed duties such as vitals, immunizations, and urinalysis as well as patient check-in

- Ensured sterilization of equipment and performed centrifuging
- Received referrals, checked lab work and called-in prescriptions

Medical Assistant

Salud Family Health Center - Fort Collins, CO - 2002-04 - 2002-09

Responsible for taking vitals, immunizations, and assisting with minor surgeries

- Became skilled in phlebotomy skills by performing 12-15 successful draws a day
- Assisted with OB check-ups and lab work including; urinalysis, throat cultures, and glucose tests

EDUCATION

Associates of Science in Medical/Dental Assisting

Anthem Online College - Phoenix, AZ

2006-05

Diploma

Institute of Business and Medical Careers - Fort Collins, CO

2001-12

Front Range Community College - Fort Collins, CO

1998-10

ADDITIONAL INFORMATION

SKILLS AND QUALIFICATIONS

Back Office:

- Phlebotomy and laboratory techniques
- Eye and ear irrigations

- Collecting patient histories
- Obtaining vital statistics
- Assisting with minor surgeries

Front Office:

- Greeting patients in person and on the phone
- Proficient at Microsoft Office Suite and Lotus 123
- Scheduling Appointments
- Data entry - 90 wpm
- Medical records

Other Qualifications:

- Bilingual

- Experienced team leader supervising 6-10 team members
- Diplomatic customer service and problem solving ability
- Strong work ethic and calm demeanor
- Excellent team player with ability to work independently