

Grace L. Garza-Laureles

Phone Representative

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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

Process Server

ABC Legal Services - N Washington, PA

April 2019 to Present

I serve legal papers to clients homes

Phone Representative

EAN Holdings - Fort Collins, CO

June 2015 to November 2017

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

July 2012 to September 2014

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

April 2005 to September 2011

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 Assistant

Anthem Online College - Phoenix, AZ

May 2006

Diploma

Institute of Business and Medical Careers - Fort Collins, CO

December 2001

Front Range Community College - Fort Collins, CO

October 1998

Skills

- Inventory
- Cashier

Certifications and Licenses

Registered Medical Assistant (RMA)

Assessments

Data Entry Clerk — Completed

September 2019

Maintaining data integrity by detecting errors.

Full results: [Completed](#)

Reliability — Highly Proficient

May 2019

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Data Entry — Familiar

July 2019

Measures a candidate's ability to accurately input data and effectively manage databases.

Full results: [Familiar](#)

Working with MS Word Documents (Intermediate) — Completed

July 2019

Intermediate Word techniques, including the use of formatting, Track Changes, and Comments.

Full results: [Completed](#)

Reliability — Proficient

May 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Proficient](#)

Logic & Critical Thinking — Completed

May 2019

Using logic to solve problems.

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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