Alaina Willis-Deal

Galt, CA l (209) 200-2797 l Dealalaina@gmail.com

**Objective**

Aspiring Medical Professional with experience in customer service, seeking the opportunity to join a healthcare facility where my skills and attributes can be used to ensure quality patient care.

**Skills**

* Injections
* Vitals
* Patient Rooming
* Appointment Scheduling
* Knowledge of HIPAA and OSHA Standards
* Sterile Tray Setups
* Phlebotomy
* EKGs
* Snellen
* TB Testing
* Strong Phone Etiquette
* Data Entry
* Excellent Communication Skills
* Urinalysis

**Education**

* Discovery High School, May 2018
* National Career Education, Medical Assistant Program, January 2019 – September 2019

**Awards and Acknowledgements**

* CPR/ BLS Certification
* CCMA
* Dean’s List; Maintained 4.0 GPA throughout all modules in Medical Assisting Program at National Career Education.

**Experience**

**Golden State Urology**

Extern l August 2019 – September 2019

* EHR
* Patient Scheduling/Rooming
* Patient Vitals
* Injections
* Assistance in Procedures
* Tray Setups
* Urinalysis

**Kohl’s Department Store**

* Customer Service Associate l June 2018 – December 2018
* Processing and completing returns, exchanges, and Kohl’s Charge payments.
* Promoting Kohl’s Charge and its benefits.
* Handling customer complaints and discrepancies.
* Returning merchandise to its proper location.
* Handling and distributing online orders.

**United States Postal Service**

Temporary Mail Handler/Expeditor l October 2018 – December 2018

* Sorting mail, removing suspicious packages.
* Loading pallets, moving pallets to its assigned truck.
* Expediting trucks, helping drivers with questions regarding their route of delivery.

Skills performed throughout Externship at Golden State Urology:

•Injections – Testosterone injections, administering medications via intramuscular route that were necessary prior to procedures. Also administered oral medication upon physician’s approval.

•EHR – Worked with two EHR servers, tasks included scheduling appointments for new/existing patients, faxing patient medical information upon approval, receiving and charting lab notes, scanning new patient information, sorting all paperwork into patient charts, and processing new patient referrals.

•Patient Rooming and Vitals – Included greeting and bringing patients to rooms, then obtaining patient blood pressure, updated height and weight, urinalysis if necessary. New Patients would have blood pressure, height/weight, urinalysis, and all prior medical history.

•Assistant in Procedures - I’ve assisted in vasectomies, cystoscopies, pelvic exams, prostate biopsies, Mona Lisa, Urolift. I have successfully performed Percutaneous Tibial Nerve Stimulation (PTNS) under the supervision of the doctor, and Post Void Residual (PVR) Bladder Scans.

•Tray Setups – Tray Setups for all procedures I have assisted in above.

•Urinalysis – simple urinalysis for doctor’s interpretation; prepare and send out specimen for lab pickup if necessary.