**Ernest Butler**

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Phoenix, AZ 85041

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*To utilize my experience, knowledge, and education in quality customer care, team building, and support services at a growing world-class organization.*

**EDUCATION**

***Bachelor of Science*** *– Biology* **August 2014- 2016**

Barry University, Miami FL

***Certification*** *– Registered Medical Assistant (AMT)* **September 2010-May 2012**

Genesee Area Skill Center Flint, MI

**Diploma-***Graduate Studies* **September 2010- May 2012**

Carman Ainsworth High School (Alumni)

**G.P.A. 3.3-Honors**

**SKILLS SUMMARY**

* **Excellent Customer Service**
* **Internet Research**
* **Computer Proficiency**
* **Written and Verbal Communication**
* **Data Entry**
* **Multiline Telephone Proficiency**
* **Scheduling**
* **Efficient and Effective Organization**

**PROFESSIONAL EXPERIENCE**

**Medical Assistant, Banner Health Urgent Care Jan 2022- Present**

* *Assisting providers with minor medical procedures*
* *POC testing*
* *Blood draws*
* *Vitals signs*
* *Wound care*
* *Casting/ splinting*

**Medical Assistant *Care coordinator,* Phoenix Children’s Hospital *(Hem/Onc)***

***Nov 2021- Jan 2022***

* *Works with the clinical team to complete requested paperwork including school letters, forms, FMLA paperwork, ROI requests, CRS applications, etc*.
* *Works with team to streamline clinic visits by performing prior authorizations and assuring families are prepared for clinic visits*
* *Acts as a direct liaison for families within the specified disease population; working collaboratively with patients, providers, nurses, referral coordinators, and office staff.*
* *Works with physicians to develop protocols that will help streamline care while improving quality of care and patient satisfaction*

**Medical Assistant, Mountain Park Health Center (Peds). March 2021- Oct 2022**

Phoenix, AZ

* *Providing outstanding care to children and their families.*
* *Assistant providers meet patient needs and addressing concerns.*
* *Communicating with outside facilities for patient medical data and transitioning of care.*

**Medical Assistant, Maricopa County, Correctional Health July 2020- Sept 2021**

Phoenix, AZ

* *Responding and being a part of the rapid response team.*
* *Providing medical care to the community*
* *EKG, Vitals, blood draws, test screenings*

**Medical Assistant Associate, University of Michigan Mott Children’s Hospital (Peds Hem/Onc) June 2016 – March 2020**

Ann Arbor, MI

*Providing outstanding care and comfort to children and their families. Keeping patients and provider of assistance.*

* *Responsible for the proper collection, processing and handling of specimens as required by study protocol.*
* *Review medical records clinical studies.*
* *Scheduling labs, radiology testing, OR procedures and infusion treatment.*
* *Works closely with providers to help provide comfort for our patients during difficult times of understanding.*

**Medical Assistant, Pediatric Associates January 2015- April 2016**

Miami, FL

*Provide outstanding care and services that meet the highest quality standards for the children and their parents.*

* *Performed medical assignments such as administer vaccines, vitals, urine cultures, suture removals & etc.*
* *Works with a pediatrician and assists him or her by helping with front office duties.*

**Medical Assistant, The Gardens Wellness Center Detox March 2015- April 2016**

Miami, FL

*Efficient coordination by executing probable tasks necessary for an accurate and excelling detox facility.*

* *Perpetuated electronic medical records.*
* *Performed medical assignments duties such as vitals, urine specimens, and drug screenings.*
* *Conducted observations regarding incoming clients.*
* *Verified insurance policies prior to client arrival.*

**Certified Nursing Assistant, Mercy Hospital Nov 2014- April 2016**

Miami, FL

*Professional staff assisting by performing various resident care activities related to professional services necessary in caring for personal needs and comfort.*

* Maintain the personal hygiene, diet, daily activities, and overall well-being to patients within the hospital.
* Enhances the quality of the nursing department and the hospital by maintaining accurate reports, logs, and records.
* Adheres to the policies and procedures of the hospital to ensure safety for the patients and staff.

*References available upon request*.