**Analiza H.Hh Le**

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**U.S. Citizen – DHA/DOD Civilian**

**JOB OBJECTIVE:**

Seeking to secure a professional position in a reputable facility where I can continue to develop and enhance my hands-on skills and knowledge in the medical field.

**SUMMERY OF SKILLS:**

Well experienced and highly motivated with at least 8 years of experience dedicated to helping patients achieve optimal health. Provides superior patient care using effective communication, critical thinking skills, and competent team player.

**EMPLOYMENT EXPERIENCE:**

**March 2023 – Present / Kadena Elementary School 40 hr./week**

**Office Automation Assistant / Registrar**

Perform a variety of school administrative functions such as student registration, student attendance, academic records maintenance, tuition status, and other related processes. Prepare a variety of letters, messages, memoranda, reports, charts, school bulletins, and other correspondence using typing and automated word processing equipment and other various software programs. Responsible for new student registration. Prepare reports for school administration and other personnel from the student information management system database. Disseminate to the correct personnel in a timely manner. Print from the student information management system database and mails homebound information packets and maintains electronic and hardcopy files of all school reports, generates awards for attendance, honor roll, etc. Maintain files, records, create reports and correspondence. Maintain time and attendance records. Manipulate information into automated system for retrieval and data entry. Prepare correspondence in final form. Provide instructional materials for absent students. Receive visitors, answer phone calls. Communicate with students, staff, and parents on various matters. Contact parents/students regarding discipline adverse actions. GPC card holder. Purchase supplies for school.

**April 2019- March 2023 / Tripler Army Medical Center 40 hr./week**

**Health Technician-General Pediatrics/ Adolescents Clinic**

CUSTOMER SUPPORT:

At Tripler Army Medical Center, I work as a Health Technician in the Pediatric and Adolescent Department. I use military health systems such as MHS Genesis, AHLTA, CHCS and Essentris to access patient charts. I perform medical screening for patients by taking vitals (height, weight, head measurements, blood pressure, pulse, respirations, oxygen saturation, temperature, transcutaneous bilirubin, pulmonary, heart and vision screening), reviewing medications and allergies, updating patient charts with new medical conditions and other pertinent information. Administer immunizations and PPD. Also examine skin test on patients tested for TB infection. Administering medications as directed by a physician. Performing laboratory tests like electrocardiograms (EKGs), sample collections, or blood draws. Assisting physician during physical examinations and in procedures such as PAP, pelvic exam and IUD placement/ removal.

TEHNOLOGY SKILLS:

I keep track of all the patients and family members’ information by using Microsoft Office Excel and Word on a daily basis. Excelled in Armed Forces Health Longitudinal Technology Application (AHLTA) as well as the Composite Health Care System (CHCS) for patient scheduling and referrals. Operated the fax machine to send and receive medical release forms for patients as well as providers. Excelled in basic computer troubleshooting and software repair.

OFFICE ADMINISTRATOR:

I also perform administrations and clerical supports/operations such as greeting visitors, maintain medical records, schedule colony appointments quickly and efficiently, answers all incoming questions to the best of my ability via e-mail and telephone. If an inquiry is unable to be answered, it is essential to research all answers and inform patients within a timely manner. I uploaded medical documentation into system. I operated the Xerox and fax machine to send and receive medical release forms for patients. I update patient medical insurance information using OHI in order to comply with public law 101-510. Compiled a monthly report using Microsoft Excel for the commander to ensure all OHI was being completed.

**February 2018-April 2019 / Tripler Army Medical Center 40 Hours per week**

**MEDICAL SUPPORT ASSISTANT - PICU/Pediatric Sedations**

CUSTOMER SUPPORT:

I provide administrative assistance as well as interact with patients on a daily basis. Answer any questions or concerns patients might have about appointment and procedures. Manage patient referrals using the CHCS Quick view system, schedule initial appointments as well as follow up appointments.

TEHNOLOGY SKILLS:

Kept track of all the patients and family members’ information by using Microsoft Office Excel and Word on a daily basis. Excelled in Armed Forces Health Longitudinal Technology Application (AHLTA) as well as the Composite Health Care System (CHCS) for patient scheduling and referrals. Updating Patient medical insurance information using OHI in order to comply with public law 101-510. Compiled a monthly report using Microsoft Excel for the commander to ensure all OHI was being completed. Operated the fax machine to send and receive medical release forms for patients as well as providers. Excelled in basic computer troubleshooting and software repair.

OFFICE ADMINISTRATOR:

As an office administrator, a key responsibility was managing phone calls, emails and packages. In addition, prepare all 508 Forms for the following business day to make the check-in process go quickly and smoothly. Organized paperwork for the following clinics: Gastroenterology, Rheumatology, Oncology, Infectious Disease, and Nephrology. Kept a detailed log of all voicemails and conducted follow up sessions. Assisted colleges with Defense Travel System (DTS) scheduling as well as prepare all appropriate paperwork for clinic providers. I prepare charts and folders for new patients. I ensure all supply cabinets remained organized and fully stocked. Kept a detailed log of all supplies as well as conducting a monthly inventory. Ordered new supplies as needed to ensure all employees are able to complete their daily tasks.

TRAINER:

As a trainer, it is a high priority to make sure incoming employees are ready to complete the daily tasking of the front desk. Each employee has a different learning style and it is of upmost importance to ensure the employee is learning to the best of their ability. In addition, cross train our nursing staff on the administrative functions of the front desk to better assist our patients in a timely manner.

KEY ACCOMPLISHMENTS

* As a Medical Support Assistant at Tripler Army Medical Center in Honolulu Hawaii, opening up communication between nurses and patients was something that needed organized. Implemented the telephone conference system to be used for not only doctors but nurses as well to help the patients get questions answered quickly and easily. In Addition, conducted a follow-up with patients to ensure their questions got answered in a timely manner.
* As a trainer, it was of upmost importance to ensure our patients were taking care of quickly and smoothly. Implementing monthly cross training for our medical teams to ensure each employee was trained and ready for any assistance the patients might need. Each member of our staff is now able to book appointments, schedule consults, submit telephone conferences, and provide great customer service.

**Dec 2016- February 2018 / Hawaii Pacific Neuroscience 40 Hours per week**

**Medical Assistant-Pediatric Neurology**

CUSTOMER SUPPORT:

I Prepare patients for examination by performing preliminary physical tests; taking blood pressure, weight, and temperature. Verifies patient information by interviewing patient; reviewing and/or recording medical history; Confirming purpose of visit or treatment. Obtains blood specimens by performing venipuncture. I Take electrocardiograms. Prepare the dilution of botox and saline and assist physician during botox treatment. Assisting physician during DBS programming.

OFFICE ADMINISTRATOR:

Authorizing prescription refills as directed; telephoning prescriptions to pharmacies. Completes records by recording patient examination, treatment, and test results. Faxing completed referral notes to referring physicians. Documenting patient encounters, E/M visits or procedures performed in the office; maintaining electronic medical records. Scheduling an appointment for a patient. Checking in and out patients. Answering telephones.

**Oct 2014-Dec 2014 / Navy Exchange 25 Hours per week**

**Customer Service**

Cash register duties, accepting returns and exchange of merchandise, Making refund of money to customers, Handles all request made for money orders.

**2010-2014 / Baptist Hospital Health Care, Pensacola FL 40 Hours per week  
​Medical Assistant/ Phlebotomist Tech II**

I Obtain blood specimens by performing venipunctures and finger sticks. Tracks collected specimens by initialing, dating, and noting times of collection; maintaining daily tallies of collections performed. I Performs EKG. Performs clerical duties such as coding, Register’s patients and performs test order entry accurately and efficiently to ensure proper testing and charges of patient accounts. Receiving specimens in and processing specimens.

**2009-2010​/ West Corporation, Pensacola FL 40 Hours per week  
​​Customer Service Representative**

I determine requirements by working with customers. I troubleshoot phones problem. Processing payment over the phone. Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems. Fulfills requests by clarifying desired information; completing transactions; forwarding requests  
  
**2008-2007 / Wal-Mart, Pensacola FL 30 Hours per week  
​​Customer Service**

I receive payment by cash, check, credit cards, vouchers, or automatic debits. Issues receipts, refunds, credits, or change due to customers. I count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.  
  
 **EDUCATION**

o Associate in Science, Histology Technician, Florida State College at Jacksonville in Jacksonville, FL  
o Phlebotomist, Baptist Hospital Health Care, Pensacola FL  
o Medical Assistant, Pensacola State College, Pensacola FL

**INTERNSHIP**

**Histology Technician**  
o Managed all facets of embedding, cutting, processing, and staining.  
o Handled cryotomy and microtome sectioning.  
o Participated in staining including routine through special (gms, afb, trichrome, reticulin) and immunoperoxidase.  
o Provided pathologists with frozen sections for immediate diagnosis.  
o Grossed small biopsies including cervical, colon, and prostate.  
o Handled inventory management associated with supplies.  
o Changed the reagents on the automated tissue processor, automated stainer, and automated immunoperoxidase stainer.  
o Maintained currency with cap requirements.  
o Performed the cover slipping of prepared slides.  
o Assisted in data entry involving patient data for billing and laboratory sequence of numbers.  
o Handled cytology specimens  
o Assists in obtaining, processing and screening of fine needle aspirations  
o Staining cytology specimens and deliver them to the pathology

**Medical Assistant**

2008 Naval Hospital Pensacola

**REFERENCES**

Richard Rickley 814-777-5111

Allison Przekop, O.D. 909 -649-1389  
Ida Pawlowicz 480-215-2323

Kimi Miyashiro 808-387-6919

**TECHNICAL SKILLS**

Microsoft Teams - Microsoft Office suite (Word, Excel, PowerPoint) – Share Point-Microsoft Outlook- Basic Computer troubleshooting- Communication skills- Telephone Skills – Photoshop- Google Doc-CHCS-AHLTA- MHS Genesis.