

# RAQUEL PERAL



RAQUELPERAL15@GMAIL.COM



(240) 639-9522



HYATTSVILLE, MD 20781

## PROFESSIONAL SUMMARY

Professional with exceptional fulfillment, communication, and listening abilities. Lifting and using equipment to move small and large items successfully. Team-oriented and efficient, with a track record of meeting production targets. Dependable, dedicated, and committed to improving skills and performance on a continuous basis. Dedicated to learning, growing, and succeeding in Industry. Overall morale and productivity are boosted by experience in policy development and staff management procedures. Highly motivated and committed Medical Assistant with proven history of superior performance at individual, team and organizational levels. Multitasks and prioritizes workloads with little or no supervision. Detail-oriented professional looking to bring medical background and team-building skills to deadline-driven environment. Dedicated administrative professional well-versed in communication and team building. Knowledgeable in medical terminology and scheduling.

## SKILLS

- Safety Procedures
- New employee training
- Routine cleaning
- Self-Motivated
- Flexible and Adaptable
- Decision Making
- Training and Development
- Good Telephone Etiquette
- Planning and Coordination
- Written and verbal communication
- Organization and Time Management
- Clinical and Operational Judgement
- Problem Anticipation and Resolution
- Patient Relations

## WORK HISTORY

**Dr. Raja M. Din, MD, PLLC - Medical Assistant**  
*Greenbelt, MD • 03/2022 - Current*

- Obtained client medical history, medication .
- Collected and documented patient medical information such as blood pressure and weight.
- Called and faxed pharmacies to submit prescriptions and refills.
- Scheduled appointments, registered patients and distributed sample pharmaceuticals as prescribed.
- Kept medical supplies in sufficient stock by monitoring levels and submitting replenishment orders before depleted.
- Taught patients about medications, procedures and care plan instructions.
- Coordinated patient scheduling, check-in, check-out and payments for billing.
- Managed multi-line phone system and pleasantly greeted

- Cleaning and Organizing
- Updating Medical Records
- Multi-Line Telephone System Operation
- Electronic Charting
- Medical Billing
- Insurance Claims
- Medical Coding
- Medical Procedures Understanding
- Medical Assistance
- Referral Verification
- Patient Data Gathering

## EDUCATION

### DeVry University

Villa Park, IL • Expected in 06/2025

**Associate of Science:** Medical Insurance Billing

patients.

- Helped patients complete necessary medical forms and documentation.
- Checked patient insurance, demographic and health history to keep information current.
- Maintained current and accurate medical records for patients.
- Organized paperwork such as charts and reports for office and patient needs.
- Kept waiting room neat and organized by stacking magazines, removing trash and cleaning glass.
- Enhanced office productivity by handling high volume of callers per day.
- Adhered to strict HIPAA guidelines to protect patient privacy.
- Transcribed phone messages and relayed to appropriate personnel.

### Cashiers - Retail Sales Associate

Bladensburg, MD • 02/2022 - 02/2022

- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Helped customers complete purchases, locate items and join reward programs.
- Supported efficient and timely replenishment of sales floor merchandise.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- Greeted customers and helped with product questions, selections and purchases.
- Answered questions about store policies and addressed customer concerns.
- Spoke to customers in native language to increase loyalty and establish relationships.
- Maintained clean sales floor and straightened and faced merchandise.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.

- Informed customers of current store promotions to encourage additional sales purchases.

### **Amazon DLD - Delivery Station**

*Lanham, MD • 10/2020 - 01/2022*

- Kept the warehouse and its surrounding areas spotless at all times
- Completed and submitted logs and paperwork to keep track of my progress every day
- Completed on-time deliveries by selecting the best and most efficient routes
- Followed all company policies and procedures during my shift
- Loaded and secured items in trucks to avoid parcel damage during delivery
- Learning Ambassador was hiring and training them

### **Hardy's BBQ Food - truck & Catering**

*Bethesda, MD • 06/2013 - 02/2015*

- I've worked in retail for 1 year
- Was in charge of coordinating food handling in accordance with sanitation guidelines
- Handled guest complaints by listening to them and informing the restaurant manager
- Prepared cooking supplies, ingredients, and workstations when opening and closing the kitchen
- Washed silverware, dishes, cooking utensils, equipment, and displays for buffets, restaurants, and banquets
- Price checks for cashiers and service clerks were something I did
- Special order requests, such as special occasion cakes and party platters, were fulfilled by me.

### **Uptown Bakers - Food Preparer**

*Hyattsville, MD • 04/2013 - 08/2014*

- Examined orders for labeling, packaging, and contents
- Wrapped and boxed bread and small orders items quickly and correctly, maintaining uniformity to meet fulfillment targets
- Willingly worked extra hours and shifts to meet tight shipping deadlines during busy periods
- Met production goals by maintaining high levels of

productivity and effectively communicating with team members about orders and fulfillment

- Alternated goods in inventory using the first-in/first-out method to keep shelves organized and properly stocked.

## LANGUAGES

Spanish



Full Professional