SOFIA RAMIREZ

FRONT OFFICE ASSISTANT

CONTACT

sofia.ramirez@email.com

(505) 555-0132

Albuquerque, NM

linkedin.com/in/sofiaramirez

SUMMARY

Front Office Assistant at a 6-provider family medicine practice, with 18 months of front office work and a certificate in medical office administration. Handles patient scheduling, insurance verification and records requests under HIPAA rules, and uses Excel, Word and Outlook every day. Known for customer service that stays kind and calm with worried or unwell patients.

SKILLS

- Customer Service
- HIPAA
- Patient Scheduling
- Insurance Verification
- EHR
- Excel
- Word
- Outlook
- Medical Terminology
- Attention to Detail

EDUCATION

Certificate 12/2024

Central New Mexico Community College

Albuquerque, NM

Medical Office Administration

CERTIFICATES

Certified Medical Administrative Assistant (CMAA)

01/2025

National Healthcareer Association

Basic Life Support (BLS)

05/2025

American Heart Association

EXPERIENCE

Front Office Assistant 04/2025 - Present

Rio Grande Family Medicine Albuquerque, NM

Front office team member for a 6-provider family medicine and pediatrics practice with about 9,000 active patients.

- Manage patient scheduling for 3 providers in the EHR, booking about **65** visits a day and filling same-day gaps.
- Verify insurance and update demographics before each visit, lowering registration errors by 35% in the first 6 months.
- Process about 120 medical records requests a month under HIPAA rules, checking every release form and signature.
- Track referral authorizations in a shared Excel sheet so 95% are approved before the patient's specialist visit.

Office Assistant 08/2023 - 03/2025

Nob Hill Chiropractic Clinic Albuquerque, NM

Part-time front office role at a 2-chiropractor clinic while completing a medical office certificate.

- Answered about 50 patient calls and emails a day, booking adjustments and new patient exams in the clinic calendar.
- Moved 400 paper patient files into the new EHR, using medical terminology to label each record correctly.
- Created Word and Outlook templates for appointment reminders that cut no-shows from 10% to 6%.
- Collected copays and posted daily payments, balancing the end-of-day report with the office manager.