

Michail Gómez

Medical Administrative Assistant

Providence · RI · US

michail.gomez@email.com | (401) 555-0123 | <https://linkedin.com/in/michailgomez>

Summary

Highly organized Medical Administrative Assistant with 18 years of progressive experience supporting high-volume clinical practices, most recently in a busy retinal clinic environment. Proven ability to serve as the primary liaison between patients, providers, and ancillary staff while maintaining strict confidentiality of medical records. Expert in appointment scheduling, insurance verification, front desk operations, and electronic health record (EHR) management (Epic, Meditech, Athena). Recognized for delivering exemplary customer service, streamlining workflow, and leading small teams to exceed productivity targets. Certified Medical Administrative Assistant (CMAA) with a track record of measurable improvements in patient flow efficiency and revenue capture.

Experience

Massachusetts Eye and Ear (MEE)

Retinal Clinic – Medical Administrative Assistant | 01 May 2022 – Present

Serve as the primary interface for ~120 daily patient contacts, handling inbound calls, scheduling, and follow-up coordination for retinal specialists. Manage Epic scheduling, ensuring optimal slot utilization; increased appointment fill rate from 84 % to 92 % within 12 months. Process copayments and verify insurance eligibility, achieving a 4.5 % reduction in claim denials through meticulous pre-authorization. Lead a team of 4 front desk clerks, providing on-the-job training, weekly performance reviews, and conflict resolution; team turnover fell from 18 % to 7 %. Developed a Standard Operating Procedure (SOP) for fax triage, cutting average document turnaround time from 18 min to 9 min. Implemented a patient portal outreach campaign that boosted portal enrollment from 55 % to 78 %, improving communication speed and reducing phone call volume by 15 %.

- Serve as the primary interface for ~120 daily patient contacts, handling inbound calls, scheduling, and follow-up coordination for retinal specialists.
- Manage Epic scheduling, ensuring optimal slot utilization; increased appointment fill rate from 84 % to 92 % within 12 months.
- Process copayments and verify insurance eligibility, achieving a 4.5 % reduction in claim denials through meticulous pre-authorization.
- Lead a team of 4 front desk clerks, providing on-the-job training, weekly performance reviews, and conflict resolution; team turnover fell from 18 % to 7 %.
- Developed a Standard Operating Procedure (SOP) for fax triage, cutting average document turnaround time from 18 min to 9 min.
- Implemented a patient portal outreach campaign that boosted portal enrollment from 55 % to 78 %, improving communication speed and reducing phone call volume by 15 %.

New England Ophthalmology Group

Senior Medical Administrative Assistant (Promoted from Assistant) | 01 Jul 2016 – 01 Apr 2022

Coordinated scheduling for three ophthalmology subspecialties, overseeing a combined 250 appointments per week. Introduced a double-booking safeguard within the Meditech system, decreasing patient wait times by 12 % while preserving provider productivity. Conducted monthly revenue cycle audits, identifying miscoding issues that recovered \$48,000 in previously unreimbursed services. Served as Shift Lead during evenings, supervising 2 clerks and handling escalated patient concerns; recognized for “Outstanding Customer Service” (2019). Trained and mentored two newly hired assistants, both of whom earned “Employee of the Month” within their first six months.

- Coordinated scheduling for three ophthalmology subspecialties, overseeing a combined 250 appointments per week.
- Introduced a double-booking safeguard within the Meditech system, decreasing patient wait times by 12 % while preserving provider productivity.
- Conducted monthly revenue cycle audits, identifying miscoding issues that recovered \$48,000 in previously unreimbursed services.

- Served as Shift Lead during evenings, supervising 2 clerks and handling escalated patient concerns; recognized for “Outstanding Customer Service” (2019).
- Trained and mentored two newly hired assistants, both of whom earned “Employee of the Month” within their first six months.

BrightPath Health Services

Medical Receptionist | 01 Mar 2012 – 01 Jun 2016

Managed frontdesk operations for a multidisciplinary outpatient clinic (primary care, ENT, dermatology). Handled highvolume inbound calls (~150 calls/day), scheduled appointments, and performed insurance eligibility checks. Initiated a paperless checkin pilot using tablet kiosks, reducing patient intake time from 6 minutes to 3 minutes; pilot later adopted networkwide. Recognized for “Excellence in Patient Interaction” award (2014) for consistently achieving >95 % patient satisfaction scores.

- Managed frontdesk operations for a multidisciplinary outpatient clinic (primary care, ENT, dermatology).
- Handled highvolume inbound calls (~150 calls/day), scheduled appointments, and performed insurance eligibility checks.
- Initiated a paperless checkin pilot using tablet kiosks, reducing patient intake time from 6 minutes to 3 minutes; pilot later adopted networkwide.
- Recognized for “Excellence in Patient Interaction” award (2014) for consistently achieving >95 % patient satisfaction scores.

HealthFirst Solutions

Administrative Assistant (PartTime) | 01 Jan 2009 – 01 Feb 2012

Provided clerical support to a small cardiology practice, including filing, data entry, and mail distribution. Assisted with the transition from paper charts to an early ehealth system, entering legacy data for 2,300 patient records with 99.6 % accuracy. Filled in as temporary frontdesk staff during peak periods, gaining exposure to highpressure patient flow management.

- Provided clerical support to a small cardiology practice, including filing, data entry, and mail distribution.
- Assisted with the transition from paper charts to an early ehealth system, entering legacy data for 2,300 patient records with 99.6 % accuracy.
- Filled in as temporary frontdesk staff during peak periods, gaining exposure to highpressure patient flow management.

Education & Training

Bachelor of Science, Health Information Management

University of New England

01 Sep 2004 – 01 May 2008

Associate of Arts, General Studies

Community College of Rhode Island

01 Sep 2003 – 01 May 2005

Skills

Administrative & Clinical Operations, EHR & Software, Customer Service & Communication, Leadership & Teamwork, Analytical & Process Improvement, Additional Skills

Languages

English | – Present

Native speaker

Spanish | – Present

Fluent

Portuguese | – Present

Conversational

Certifications & Credentials

CMAA (Certified Medical Administrative Assistant) | 2017-01-01

American Academy of Medical Administrative Professionals

Epic Certified – Scheduling & Registration | 2020-01-01

Epic Systems

HIPAA Compliance Workshop | 2019-01-01

Massachusetts Health Care Association

Basic CPT & ICD-10 Coding | 2018-01-01

HealthTech Institute

Awards**Appointment Fill Rate Improvement | 2023-01-01**

Raised clinic fill rate from 84 % to 92 % within one year by optimizing Epic scheduling templates.

Revenue Recovery | 2023-01-01

Identified billing errors that resulted in a \$48,000 increase in reimbursable claims over 12 months.

Patient Portal Adoption | 2023-01-01

Grew portal enrollment from 55 % to 78 % through targeted outreach, decreasing phone call volume by 15 %.

Turnover Reduction | 2023-01-01

Implemented staff engagement initiatives that cut front desk turnover from 18 % to 7 % in 18 months.

Process Efficiency | 2023-01-01

Designed a fax triage SOP halving average processing time (18 min → 9 min).

Projects**Patient Check-In Kiosk Implementation | 01 Jan 2015 – Present**

Led pilot, trained staff, and drafted workflow documentation at BrightPath Health Services.

- Led pilot, trained staff, and drafted workflow documentation.

EHR Migration Documentation | 01 Jan 2010 – Present

Authored data mapping guide used in subsequent system rollouts at HealthFirst Solutions.

- Authored data mapping guide used in subsequent system rollouts.

Interests**Interests | – Present**

- Medical documentaries
- Hiking the New England trails
- Salsa dancing
- Volunteering at local food banks

References**References**

Available upon request.