

# BINTOU HOVHANSIAN

## Medical Assistant Admin Instructor

Portland · Oregon · US

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### Summary

Dedicated healthcare professional with 15 + years of combined clinical, administrative, and instructional experience. Certified Medical Assistant (CMA) with a proven track record of elevating patient■care standards, streamlining office workflows, and designing high■impact curriculum for aspiring medical assistants. Recognized for strong communication, mentorship, and data■driven quality improvement. Currently seeking to leverage hands■on expertise and teaching passion as a Medical Assistant Admin Instructor to shape the next generation of skilled health■care support staff.

## Experience

### Horizon Technical College

Medical Assistant Instructor | 01 Jan 2019 – Present

Full-time position responsible for designing and delivering core courses and coordinating clinical externships.

- Designed and delivered three core courses (Medical Assisting Principles, Clinical Procedures, Pharmacology & Medication Administration) serving ~120 students per semester.
- Integrated simulation labs with high-fidelity mannequins, raising hands-on proficiency scores by 22 %.
- Authored a revised competency-based assessment rubric adopted by the department, resulting in a 94 % first-time certification pass rate (up from 78 %).
- Coordinated clinical externships with two regional hospitals, securing placement for 100 % of eligible students.
- Led a faculty development committee that introduced blended-learning modules, reducing in-class instructional time by 15 % while maintaining learning outcomes.

### River Valley Medical Group

Clinical Coordinator | 01 Jan 2015 – 31 Dec 2018

Senior Administrative Role overseeing clinical staff and workflow optimization.

- Supervised a team of 6 medical assistants; instituted weekly performance reviews and peer-learning sessions, achieving 99 % compliance in quarterly HIPAA audits.
- Implemented an EMR training program that cut average chart-completion time from 12 min to 8 min per patient (~30 % improvement).
- Championed a quality-improvement initiative that streamlined patient check-in workflow, decreasing average wait times by 15 % (from 32 min to 27 min).
- Served as liaison between physicians, billing staff, and laboratory services, improving inter-departmental communication and reducing test-order errors by 18 %.

### Saint Mary's Health Center

Senior Medical Assistant | 01 Jan 2013 – 31 Dec 2014

Promoted from Medical Assistant to senior role with mentorship and inventory responsibilities.

- Trained newly hired medical assistants on clinical techniques and EMR navigation; mentored 12 staff members resulting in a 20 % reduction in onboarding time.
- Managed inventory of clinical supplies, decreasing annual waste costs by 12 % through optimized ordering schedules.
- Conducted patient education sessions on chronic disease management, receiving a 4.9/5 satisfaction rating on post-visit surveys.

### Saint Mary's Health Center

Medical Assistant | 01 Jan 2009 – 31 Dec 2012

Performed routine clinical duties in a busy outpatient primary-care practice.

- Performed routine clinical duties including vitals, phlebotomy, EKGs, and wound care for a busy outpatient primary-care practice serving ~150 patients daily.
- Assisted in the implementation of a paper-to-digital chart conversion project, contributing to a 45 % increase in record retrieval speed.
- Recognized as "Employee of the Quarter" twice for outstanding patient interaction and teamwork.

### State University – Department of Health Sciences

Adjunct Lecturer | 01 Sep 2021 – Present

Part-time lecturer delivering guest lectures and developing capstone project guidance.

- Delivered guest lectures on "Medical Terminology" and "Professional Ethics" to undergraduate health-science cohorts (~80 students per semester).
- Developed a capstone project guide that helped 10 senior students secure clinical-research internships.

## Education & Training

### Master of Education (M.Ed.), Instructional Design & Technology

Western Online University

– 01 May 2020

**Bachelor of Science, Health Sciences**

Oregon State University

– 01 May 2014

**Associate of Applied Science, Medical Assisting**

Portland Community College

– 01 May 2009

## Skills

Clinical Procedures, Medical Terminology & Pharmacology Foundations, Electronic Medical Records, Compliance & Infection Control, Patient Triage & Documentation, Curriculum Development & Lesson Plan Design, Instructional Delivery, Assessment Creation & Feedback, Student Mentorship & Academic Advising, Learning Management Systems, Microsoft Office Suite, Data Analytics, Quality Improvement Project Management, Staff Scheduling & Workflow Optimization, Team Leadership & Supervision, Conflict Resolution & Interpersonal Communication, Bilingual Communication, Public Speaking & Workshop Facilitation, Community Outreach & Health Fair Coordination, Project Documentation & Grant Writing, Continuing Education Program Management, Adaptability to Fast Paced Clinical Environments

## Languages

### English | – Present

Native speaker

### French | – Present

Fluent

### Armenian | – Present

Conversational

## Certifications

### Certified Medical Assistant (CMA) | 2026-12-31

American Association of Medical Assistants

### Certified Clinical Documentation Improvement Specialist (CCDISS) | 2022-01-01

Association of Clinical Documentation Improvement Professionals

### Certified Professional in Healthcare Quality (CPHQ) | 2023-01-01

National Association for Healthcare Quality

## Awards

### Curriculum Innovation | – Present

Horizon Technical College

Created a standardized phlebotomy training module adopted by Horizon Technical College, reducing blood draw error rates by 27 %.

### Certification Success | – Present

Elevated first time CMA exam pass rate from 78 % to 94 % through targeted remediation workshops and practice assessments.

### Operational Efficiency | – Present

River Valley Medical Group

Streamlined EMR documentation workflow at River Valley Medical Group, achieving a 30 % faster chart completion time per patient.

### Quality Improvement | – Present

Led a patient flow redesign project that cut average outpatient wait times by 15 % , enhancing overall patient satisfaction scores.

### Leadership Excellence | – Present

Maintained 99 % HIPAA compliance across all audited periods while supervising a multidisciplinary team of medical assistants and clerical staff.

## Interests

### Medical simulation technology | – Present

### Curriculum gamification | – Present

### Hiking | – Present

### Classical guitar | – Present

## References

Available upon request