# Freya L. Petersen

*Medical Assistant Admin Instructor (aspiring)*

Dayton · Ohio · US

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| **Profile**  Energetic, customer‑focused professional with 12 years of experience in retail, pharmacy‑adjacent environments and community health outreach. Proven ability to manage high‑volume front‑of‑house operations, handle medication inventory, and provide compassionate assistance to patients and customers. Currently pursuing Certified Medical Assistant (CMA) credential and a Bachelor of Science in Health Sciences (in‑progress). Strong communicator and mentor who has informally trained new hires and volunteers on safety, inventory control, and customer service best practices. Seeking to leverage transferable skills and growing clinical knowledge as a Medical Assistant Admin Instructor.  **Skills**  Customer service & patient interaction, Basic medication dispensing & inventory management, Cash handling, POS & reconciliation, Electronic record entry (basic EMR & pharmacy POS), Lesson planning & on‑the‑job coaching, Medical terminology (self‑study), Microsoft Office (Word, Excel, PowerPoint), Team collaboration & conflict resolution, Time‑management & organization, Bilingual: English (native) + conversational Spanish  **Languages**  English — Native speaker  Spanish — Conversational  **Awards**  Inventory Efficiency Project – HealthFirst Pharmacy | 2022-01-01  Designed a barcode‑scanning routine that reduced weekly physical counts from 4 hours to 2 hours, saving ~8 staff hours/month.  Customer Satisfaction Improvement – Greenleaf Grocery | 2020-01-01  Led a “Voice of the Customer” initiative; after implementation, Net Promoter Score rose from 62 to 78 within six months.  Mentorship Recognition – HealthFirst Pharmacy | 2023-01-01  Received “Outstanding Mentor” award (2023) for excellence in onboarding and peer training.  Community Outreach Impact – Community Wellness Coalition | 2016-01-01  Co‑created educational material that reached >1,200 students over two academic years, contributing to a 12 % increase in health‑knowledge assessment scores.  **Certifications**  Certified Medical Assistant (CMA) | 2025-12-01  American Association of Medical Assistants  First Aid/CPR/AED | 2025-01-01  American Red Cross  OSHA 10‑Hour General Industry Safety | 2022-01-01  **Interests**  Health education advocacy, horticulture (volunteer garden coordinator), amateur photography | **Experience**  **Retail Pharmacy Associate at HealthFirst Pharmacy**  01 Apr 2018 – present  Dayton, OH  Act as front‑desk liaison for up to 120 daily customers, answering medication‑related questions, processing prescriptions, and ensuring privacy compliance under pharmacist supervision.   * Maintain accurate medication inventory, conduct weekly stock counts, and assist with ordering low‑stock items, reducing stock‑outs by 15 % over two years. * Train new clerks (3‑5 per quarter) on POS operation, cash handling, and HIPAA‑compliant communication, delivering a 10 % improvement in first‑day productivity. * Prepare and digitize patient intake forms, entering data into the pharmacy’s EMR system with <1 % error rate. * Coordinate community health‑fair booths, providing basic health‑screenings information and distributing educational pamphlets to >500 visitors annually.   **Customer Service Supervisor at Greenleaf Grocery**  01 Jan 2014 – 01 Mar 2018  Springfield, OH  Supervised a team of 12 cashiers and floor staff, scheduling shifts, conducting performance reviews, and handling escalation of customer complaints.   * Implemented a streamlined checkout procedure that cut average transaction time by 22 seconds, increasing daily throughput. * Managed weekly inventory audits for over 4,000 SKUs, working with vendors to resolve discrepancies. * Developed a “Customer Care” handbook used for onboarding new hires across three store locations.   **Sales Associate (Part‑Time) at Sunrise Pharmacy**  01 Jun 2011 – 01 Dec 2013  Dayton, OH  Assisted customers with over‑the‑counter medication selection, providing basic dosage guidance while adhering to pharmacist protocols.   * Handled cash and credit transactions, balanced registers, and performed end‑of‑day reconciliations with 100 % accuracy. * Participated in a pilot “Medication Awareness” program, creating simple flyers that improved customer awareness of OTC pain‑relief options by 18 %.   **Education & Training**  **Bachelor of Science (in‑progress), Health Sciences**  University of Dayton  – Present  **Associate of Arts, Liberal Studies**  Sinclair Community College  – 01 May 2009  **References**  **Available upon request**  References: Available upon request. |