

First Last

(123)123-1234 | first.last@pcc.edu

PROFILE

- Bi-Lingual (Spanish) medical assisting student with team-based customer service experience

EDUCATION

Medical Assisting Certificate, Portland Community College, Portland, OR

9/2025

Program Highlights:

CAAHEP Accredited designed to prepare students for the CMA (AAMA) exam

- Focus on: PCMH model, cultural competency, health literacy, and person-centered care
- Phlebotomy (90 hours) training meets national exam requirements for phlebotomist certification

Program Certificates:

- | | |
|--|-----------------|
| • BLS / CPR for Healthcare Providers - American Heart Association | (Expires) 02/27 |
| • HIPAA Compliance Training - CastleBranch | 02/25 |
| • Bloodborne Pathogens Training - CastleBranch | 02/25 |
| • OMB Approved Chaperone Training - Portland Community College | 02/25 |
| • Trauma Informed Care Training Modules - Trauma Informed Oregon | 04/25 |
| • Vaccines for Children/Access Program - Oregon Health Authority Program | 05/25 |
| • Adult and Pediatric Vaccine Training - Portland Community College | 06/25 |

EXPERIENCE

Package Handler, Amazon, Portland, Oregon

08/2024 - Present

- Verified label information to ensure accuracy and successful delivery in a team-based environment.
- Identified and handled hazardous material with use of PPE and adherence to the safety guidelines.

Crew Member, Burgerville, Portland, Oregon

07/2023 - 08/2024

- Managed multiple tasks to provide customer service to people of diverse ages and backgrounds, using Spanish language if needed while processing payment/orders as part of a team.
- Handled customer complaints and difficult requests showing respect, empathy, and using effective de-escalation techniques. Connected with customers daily to build relationships with professionalism.

SKILLS

Clinical:

Vital signs/measurements, injections, ECG, DVA, venipuncture, point of care testing, sterile processing, spirometry, medication calculations, capillary puncture, wound dressing and medical asepsis.

Administrative:

HIPAA compliance, patient scheduling, telephone techniques, billing & coding, EHR use and medical documentation, telehealth, PCMH focused.

Patient Communication:

Person-centered care, therapeutic communication, trauma informed care, cultural competency, health literacy, patient interview and healthcare disparities and patient education.

AWARDS AND HONORS

- Top Performer Award (For showing initiative and productivity), Amazon 2025
- OSAA award for being a Scholar Athlete in 2023
- Math award (For supporting others with their math) in 2022
- President's list - full school year (2023-2024) with a GPA of 4.0
- Invitation to join the Phi Theta Kappa Honor Society in 2024 and 2025
- Recognition for receiving the highest test-scores on A&P II in Spring 2024