

# Sharmaine Reed

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## SUMMARY

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Dedicated Registered Medical Assistant with 8 years of experience in patient care, medical procedures, and administrative duties. Proficient in EMR systems, including Epic, with a strong background in medical records, scheduling, and triage. Seeking to leverage expertise in laboratory procedures, venipuncture, and patient support in a Registered Medical Assistant role.

## WORK EXPERIENCE

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### Caresouth

Hartsville, SC

Registered Medical Assistant

May 2024 - Oct 2024

- Provided comprehensive support to healthcare professionals at CareSouth by performing clinical and administrative tasks, including patient care management, medical record maintenance, appointment scheduling, and assisting with examinations and treatments, ensuring high-quality service and patient satisfaction.

### TGH Urgent Care powered by Fast Track

Tampa, FL

Medical Assistant

Feb 2020 - Jun 2024

- Adhered to medical ethics while performing various medical assistant duties, including patient preparation, initial history taking, and vital signs assessment.
- Supported healthcare providers in special procedures and minor surgeries, maintaining meticulous medical records and adhering to HIPAA guidelines for confidentiality.
- Managed inventory of medical supplies, performed instrument sterilization, and conducted clinical tasks such as wound care, drawing labs, and ECGs as directed.
- Administered vaccines, medications, and carried out lab procedures, ensuring accurate handling and storage of medications, as well as prompt communication of lab results to patients.

### Ashley Furniture Remote Call Center

Tampa, FL

Customer Service Representative

Feb 2020 - Jun 2020

- Responded to customer inquiries, providing product and service information, and recommended additional items to enhance customer satisfaction.
- Managed and updated customer accounts to ensure accurate record-keeping and enhanced service delivery across multiple communication platforms including email, phone, and live chat.

### Cognizant

Tampa, FL

Social Media Analyst

Nov 2018 - Feb 2020

- Maintained expert knowledge of social media platforms to provide empathetic and effective community support, ensuring timely and accurate resolutions to user inquiries.
- Investigated reports of abusive content and enforced terms of use, while also identifying and suggesting improvements to workflow inefficiencies.
- Analyzed user data to develop strategies for enhancing the overall user experience, and escalated systemic issues beyond policy scope.

### United Health Group

Tampa, FL

Senior Data Analyst

Jul 2018 - Jan 2019

- Analyzed and organized data entry to ensure accurate reporting, facilitating informed decision-making across various departments.
- Maintained strict adherence to HIPAA regulations by meticulously verifying customer information and correspondence details.

**Postal Service**

PSE Mail Processing Clerk

Charleston, SC

Nov 2017 - May 2018

- Organized and scanned incoming mail, ensuring accurate separation and placement into designated zip code containers for efficient distribution.
- Maintained a consistent workflow in a fast-paced environment to facilitate timely mail processing and delivery.

**Southeast - Universal Protection Service**

Security Officer

Hartsville, SC

Jul 2015 - Feb 2017

- Answered incoming calls and maintained communication channels for business operations.
- Conducted thorough vehicle screenings at entry and exit points to enforce security protocols.
- Monitored surveillance systems and performed regular patrols to identify and mitigate safety risks.

**EDUCATION**

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Keiser University

Associate in Science, Medical Assistant

Tampa, FL

Jun 2021

Hartsville High School

Diploma

Hartsville, SC, US

2012

**CERTIFICATIONS**

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NCMA, Healthcare Support Specialist

December 2023 to Present

BLS Certification

NRCMA

Certified Medical Assistant

CCMA Certification

RMA

**SKILLS**

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Live Chat • Patient Care • Laboratory Procedures • Laboratory Experience • Experience Administering Injections • Vital Signs • Phlebotomy • Medical Records • Medical Scheduling • Medical Office Experience • Quality Assurance • Hospital Experience • Triage • Data Entry • Epic • Venipuncture • Computer Skills • English • Communication Skills • Customer Service • Icd-10 • Medical Terminology • EMR Systems • ICD Coding • Blood Sampling • Documentation Review • Anatomy Knowledge