

Courtney Stevens

Memphis, TN 38135

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I'm a professionally trained Medical Assistant with experience ensuring high standards of culturally competent care for a wide variety of patients with diverse needs. I effectively adapt easily to changing environments and demands. Offering customer service with greeting patients, scheduling appointments, and preparing patient charts. Highly organized, proactive and punctual with team-oriented mentality.

Work Experience

Unit Coordinator

Baptist Hospital Memphis - Memphis, TN

February 2016 to March 2021

- Coordinate admissions/discharge of patients.
- Partnered with organizational and unit leaders to devise QA/QI initiatives, continuously improving delivery of care, patient outcomes and overall services.
- Communicated with CNAS, Registered Nurses, Social Workers and management to facilitate efficient operation of the Med Surg unit.
- Managed hall occupancy and assignments and oversaw compliance with regulations.
- Communicated with patients and medical staff to convey important information and facilitate smooth unit operations.
- Maintained unit supplies and equipment for medical staff and patient care needs.
- Responded to patient call lights quickly and expedited appropriate follow-through.
- Conducted unit greetings and orientations for newly admitted and transferred patients.

Medical Receptionist/Administrative Assistant

Angels Around the Clock Homecare - Bartlett, TN

September 2015 to February 2016

- Coordinates hiring process as directed by management
- Maintain external applicant employee personnel files
- Maintain job descriptions based on management
- Process all paperwork for applicants and new hires
- Greet applicants, answers and route telephone calls
- Furnishes information, record messages and provide back up support in the absence of office manager for the operation

Attendant

Carriage Court Memphis - Memphis, TN

September 2014 to September 2015

- I worked with residents in memory care that had Dementia /Alzheimer's disease
- I assisted residents as needed in care and Activities of Daily Living
- Assist in First Aid/emergencies

- Assist residents down to meals

Med Tech Supervisor

Emeritus /Brookdale - Cordova, TN

September 2013 to September 2014

- Medication Administration
- Filing, charting and fax medication orders to physician and pharmacy
- Called in refill orders per physician request to pharmacy
- Medication count upon arrival and departure of shift
- Did vitals as needed, also for medication administration and respond to 1st Aid

Education

Associate Degree in Registered Nurse

Arkansas State University - West Memphis, AR

December 2021

Certificate/Diploma in Certified Nursing Assistant

Mid-South Community College - West Memphis, AR

July 2017

Certificate/Diploma in Certified Clinical Medical Assistant

Remington College - Memphis, TN

February 2006

High School Diploma

Overton High School - Memphis, TN

May 2002

Skills

- Patient care
- Able to lift 75 pounds
- Venipuncture and phlebotomy
- Professional bedside manner
- HIPAA compliance
- Understands medical procedures
- Data entry
- Certified in Basic Life Support (BLS)
- Phlebotomy
- Customer Service
- Nursing
- Vital signs
- Medical office experience
- Acute care

- Computer skills
- Caregiving
- Leadership
- Medication administration
- Home care
- Microsoft Office
- Supervising experience

Certifications and Licenses

First Aid Certification

BLS Certification