

# LaQuandra Morrison

**12841 Haverford Rd. Apt 3**

Jacksonville, FL 32218

[laquandramorrison@gmail.com](mailto:laquandramorrison@gmail.com)

+1 615 268 5284

1

Results-driven, dependable, and hardworking professional with excellent reputation for quality, efficiency, and commitment to quality customer service. Seeking career advancement opportunities in the healthcare industry.

- Proficiencies: MS Office; MS Excel; MS Word; MS PowerPoint; Typing Speed: 30 wpm.
- Skills: Able to work independently, trustworthy, complete tasks on time, flexible, team player
- High Academic: Honors Recognition.

## Work Experience

---

### **Certified Medical Assistant (CMA)**

Jacksonville Kidney Center - Jacksonville, FL

Present

Verifies patient information by interviewing patient.

Reviewing and/or recording medical history.

Taking vital signs.

Confirming purpose of visit or treatment.

Referrals

### **Medical Assistant**

My Smart Health

December 2020 to March 2022

Verifies patient information by interviewing patient.

Reviewing and/or recording medical history.

Taking vital signs.

Confirming purpose of visit or treatment.

Referrals

Give shots

Refilling medications

### **Crew Member**

Helen's Chicken - Nashville, TN

February 2016 to December 2019

- \* Work the drive thru and cash register.
- \* Take guest orders and prepare orders to-go.
- \* Serve as direct point of contact for call-ins and walk-ins.
- \* Handle cash and credit transactions to close out guest checks.
- \* Observe and follow policies as they relate to customer confidentiality.

- \* Perform necessary opening and closing procedures to assure efficient operation.

### **Customer Service Representative**

Coin Laundry Express - Nashville, TN

January 2016 to December 2019

- \* Clean the washers and dryers.
- \* Fold clothes.
- \* Accept and process payments for laundry.
- \* Help customers with questions about the machines.

### **Quality Assurance Inspector**

Harry's Fresh Foods - Nashville, TN

January 2015 to December 2019

- Record or compile test results or prepare graphs, charts, or reports
- Conduct standardized tests on food, beverages, additives, or preservatives to ensure compliance with standards and regulations regarding factors such as color, texture, or nutrients.
- Maintain records of testing results or other documents as required by state or other governing agencies.
- Taste or smell foods or beverages to ensure that flavors meet specifications or to select samples with specific characteristics.
- Monitor and control temperature of products

### **Housekeeper**

Hyatt place downtown Nashville - Nashville, TN

November 2013 to December 2019

- \* Carried linens, towels, toilet items, and cleaning supplies, using wheeled carts.
- \* Cleaned rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms, and other work areas so that health standards were met.
- \* Cleaned rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners and shampooers.
- \* Disinfected equipment and supplies, using germicides or steam-operated sterilizers.
- \* Dusted and polished furniture and equipment.
- \* Kept storage areas and carts well-stocked, clean, and tidy.
- \* Observed precautions required to protect guest property and report damage, theft, and found articles to supervisors.
- \* Replenished supplies, such as drinking glasses, linens, writing supplies, and bathroom items.
- \* Washed windows, walls, ceilings, and woodwork, waxing and polishing as necessary.

### **Home Health Aide**

Gaylord Opryland Hotel - Nashville, TN

May 2014 to April 2015

- \* Cared for patients by changing bed linens, washing and ironing laundry, cleaning, or assisting with their personal care.
- \* Checked patients' pulse, temperature, and respiration.
- \* Directed patients in simple prescribed exercises or in the use of braces or artificial limbs.
- \* Entertained, conversed with, or read aloud to patients to keep them mentally healthy and alert.
- \* Maintained records of patient care, condition, progress, or problems to report and discussed observations with supervisor or case manager.

- \* Performed a variety of duties as requested by client, such as obtaining household supplies or running errands.
- \* Planned, purchased, prepared, or served meals to patients or other family members, according to prescribed diets.
- \* Provided patients with help moving in and out of beds, baths, wheelchairs, or automobiles and with dressing and grooming.

### **Childcare Provider**

Southside Recreation Center - Valdosta, GA

June 2007 to July 2010

Child Care Provider

- \* Assisted in the creation of a constructive learning environment.
- \* Communicated with parents and/or guardians about daily activities, behaviors, and related issues.
- \* Continuously communicated with children, peers, program instructors, management, and parents to promote learning and ensure smooth operations.
- \* Escalated potential issues before they could negatively impact the school.
- \* Identified signs of emotional or developmental problems in children and brought them to the attention of the parent or guardian
- \* Kept records on individual children, including daily observations, information about activities, meals served, and medications administered.
- \* Maintained a safe play area
- \* Observed and monitored children's play activities.
- \* Provided activities and opportunities that encourage curiosity, exploration, and problem-solving appropriate to the developmental levels of the children
- \* Sanitized toys and play equipment
- \* Supported children's emotional and social development while encouraging understanding of others and positive self-concepts.

## Education

---

### **Associate's degree in Medical Assisting**

Florida Career College - Jacksonville, FL

2022

### **Associate of Science in Health Sciences**

Ultimate Medical Academy

2017

### **High school diploma or GED**

## Skills

---

- BILLING (Less than 1 year)
- CLAIMS (Less than 1 year)
- CPT (Less than 1 year)
- EHR (Less than 1 year)
- ELECTRONIC HEALTH RECORDS (Less than 1 year)

- Medical Office Experience
- ICD-10
- Anatomy Knowledge
- Physiology Knowledge
- ICD-9
- Medical Billing
- Insurance Verification
- ICD Coding
- Medical Terminology
- Medical Scheduling
- EMR Systems
- Patient Care
- Transcription
- Medical Records
- Accounting
- Triage
- Vital Signs
- Clerical Experience
- HIPAA
- Medical Coding
- Experience Administering Injections

## Certifications and Licenses

---

### **CMA**

Present

### **BLS/CPR**

Present

## Additional Information

---

- Skills: Able to work independently, Trustworthy, Complete tasks on time, Flexible, Team player
- High Academic Honors Recognition.

### QUALIFICATIONS

Basic coding skills for ICD/CPT \* Third Party \* Medicare \* Medicaid \* HMO \* PPO  
 CMS1500 Claim Form \* Billing \* Billing Cycle \* Claims Appeal Process  
 Electronic Health Records \* EHR / EMR \* Greenway \* Computer Information Systems  
 HIPAA Compliance \* Anatomy & Physiology \* Meaningful Use \* ICD-9/ICD-10  
 Medical Administrative Assistant \* Medical Terminology \* Patient Processing \* Patient Registration  
 Medical Billing \* Medical Records Management \* Release of Information

Medical Laws & Ethics \* Path Physiology for Medical Office \* Principles of Management  
Medical Transcription \* Office Accounting \* MS Office / MS Word \* Pathophysiology for Medical Office\*  
BLS, CPR, First Aid and AED certified\* Glucose Testing\* HIPAA, OSHA, MSDS & Medical Ethics\*Front  
Office Procedures\*Patient Assessment, Cardio-Pulmonary, Gastroenterology (S/B Vitals and Patient  
History) \* Training in First Aid, Emergency and Behavior in Acute Situations\* Training in the Stages of  
Life to include Pediatrics, OB/GYN and Geriatrics