

Dawn A. Stewart, CMAA

St Petersburg, FL | (920) 728-6262 | stewartclan8@gmail.com

Medical Administrative Assistant

Administrative Functions | Customer Satisfaction | Client Service Excellence

Certified Medical Administrative Assistant (CMAA) professional with expertise in managing front desk operations, scheduling appointments, and providing exceptional customer service to patients and visitors. Committed to maintaining strict confidentiality and adhering to all healthcare regulations. Compassionate and empathetic individual, passionate about creating a welcoming and supportive environment for patients and healthcare professionals. Proficient in overseeing multi-line phone systems by answering and directing incoming calls to guarantee excellent communication and client support. Instrumental in performing document management tasks with complete accuracy and confidentiality.

"Dedicated to Streamlining Healthcare Administrative Operations with Precision and Efficiency."

AREAS OF EXPERTISE

- ❖ Customer Service
- ❖ Documentation & Reporting
- ❖ Record-Keeping
- ❖ Inventory Control
- ❖ Phone Etiquette
- ❖ Information Security
- ❖ Time Management
- ❖ Communications Skills
- ❖ Equipment Management
- ❖ Appointments Scheduling
- ❖ Attention to Detail
- ❖ Quality

PROFESSIONAL EXPERIENCE

HOOD CHIROPRACTIC OFFICE | St. Petersburg, FL 2023-Present Front Office Manager/Chiropractic Assistant

Ensures the smooth operation of a chiropractic office by answering phones, scheduling appointments, greeting patients, verifying insurance, handling records, maintaining the front office, assisting the chiropractor, answering questions, following up with patients, completing insurance claims, managing staff, and ensuring efficient office operations.

RAINBOW REEF DIVE CENTER | Key Largo, FL 2022 – 2023 Senior Office Staff/Receptionist

Greeted clients warmly and professionally to create positive first impressions and make clients feel welcomed and valued. Answered and directed incoming calls on a multi-line phone system to provide excellent customer service. Scheduled and confirmed appointments to organize and manage time and availability of personnel/resources. Oversaw document management tasks. Administered incoming and outgoing mail to secure delivery of important documents and packages. ▪ Sustained inventory levels by ordering essential supplies for smooth operationalization of processes. ▪ Maintained and scheduled conference rooms for meetings, presentations, and collaborative discussions. ▪ Added a touch of hospitality to enhance the overall experience and leave a lasting positive impression. ▪ Organized new client files efficiently to streamline processes and ensure effective record-keeping. ▪ Supported office and staff to optimize overall productivity and performance. ▪ Assured heightened security awareness by diligently monitoring visitor access.

DAWN'S FAMILY CHILD CARE | Lake Mills, WI 2002 – 2022 Owner/Operator

Developed and implemented long-term strategies and business plans for the childcare center, setting goals and objectives to achieve growth and success. Guaranteed that the childcare center adhered to local, state, and federal regulations for childcare facilities. ▪ Retained high-quality standards of care and educational programs for children at the center. ▪ Established positive relationships with parents, guardians, and the local community to promote the center's reputation. ▪ Allocated resources effectively to meet the center's needs, including educational materials, equipment, and facilities.

EDUCATION

Hospitality, Business Management & Nursing, Madison College, Madison, WI

CERTIFICATIONS

Certified Medical Administrative Assistant (CMAA), Penn Foster College, Scottsdale, AZ (2016)

Certified Cosmetic Laser Technician, National Laser Institute, Scottsdale, AZ (2022)

TECHNICAL SKILLS

Microsoft Office: Word, Excel, and Outlook | Multi-line Phone Systems. Platinum EHR. Sked software.