

Jasmine Riley

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Experienced Travel Phlebotomist, Medical Assistant as well as Med Aide , providing Patient care and great customer service and friendliness. Experienced Medical Administrative Assistant with excellent patient service, data entry, and money handling skills. Provides a professional and high-quality service to ensure a positive patient experience. Self-motivated and communicates well with others which allows for success and working well in a team environment or as an individual.

Authorized to work in the US for any employer, I have always worked more then 2 jobs trying to provide for my family , I am very outgoing , kind and respectful and willing to get any job or task done.

Willing to relocate: Anywhere

Work Experience

Certified Medical Assistant (CMA)

United States Department Of Defense-Killeen, TX

December 2023 to Present

- Taking and monitoring patient vital signs
- Assisting patients with eating, dressing, and bathing
- Administering medication
- Communicating changes in patient behavior or health status to nurses, physicians, and family members
- Maintaining accurate patient records
- Collecting specimen samples when needed
- Taking an active part in patient care planning
- Overseeing Certified Nursing Assistants and training
- Preparing patients for transfers or discharge
- Assisting in medical procedures
- Managing emergency medical situations

Phlebotomist/Lab Assistant

US Department of Veterans Affairs-Temple, TX

April 2023 to December 2023

- Serves patients by identifying the best method for retrieving blood samples and other specimens, preparing specimens for laboratory testing, and performing screening procedures.
- Verifies test requisitions by comparing information with nursing station log and bringing discrepancies to the attention of unit personnel.
- Verifies patient identification and explains sampling procedures to patients.
- Obtains blood specimens by performing venipunctures and finger sticks.
- Maintains specimen integrity by using aseptic technique, following department procedures, and observing isolation procedures.
- Collects therapeutic drug-monitoring assays by collaborating with nursing personnel to ensure appropriate drug dose to collection time.

Certified Medical Assistant (CMA)

Sunflower pediatrics (PRN)-Cedar Park, TX

March 2022 to April 2023

- Participates in daily care team huddle to perform pre-visit planning to identify lab work needed for chronic care services based on patient diagnosis and preventative care screenings are due.
- Prepares patients for examination and treatment, including taking histories and vital signs.
- Conducts comprehensive, preventative screenings for patients and/or assists all support staff in daily patient interactions as needed.
- Performs screening procedures as indicated.
- Follows standing order procedures as indicated by practice.
- Prepares exam and treatment rooms with necessary instruments; prepares and maintains supplies and equipment for treatments, including sterilization; performs terminal cleaning of exam rooms.
- Assists providers in preparing for minor surgeries and physicals.
- Assists with diagnostic tests, treatments and referrals.
- Maintains patient files, records and other information.

Phlebotomist/Lab Assistant

Cedar Park Regional Medical Center (PRN)-Cedar Park, TX

May 2021 to April 2023

- Provide exceptional patient care and customer-focused service.
- Perform venipuncture on patients of all ages.
- Collect/prepare non-blood specimens.
- Ensure proper specimen processing, labeling, and test ordering.
- Champion safety, compliance, and quality control.
- Perform a vital part of the patient care process by making sure laboratory specimens are properly processed, prepared, routed, and stored
- Recognize when corrective action is needed and implement effective solutions
- Work in a laboratory environment with biological hazards and PPE requirements.
- Champion safety, compliance, and quality control

Mobile Phlebotomist

APPS Paramedical-Austin, TX

July 2020 to January 2022

- Traveling to specified locations to draw blood samples as required.
- Gathering mandatory information from patients and verifying their identities.
- Disinfecting extraction sites using alcohol swabs.
- Locating suitable veins and extracting blood samples using clean needles.
- Cleaning puncture sites and covering them with gauze, cotton-wool balls, or sticking plasters.
- Appropriately discarding used needles, syringes, and other items used during venipuncture procedures.
- Appropriately storing blood samples in accordance with established guidelines.
- Accurately labeling blood samples.
- Maintaining accurate patient records, which includes detailing any medical issues experienced by patients during venipuncture procedures that may affect the accuracy of test results.
- Transporting collected blood samples to the laboratory for testing.

Receptionist

Hill Country Allergy & Asthma-Lakeway, TX

December 2019 to June 2020

- Welcomes patients and visitors to the medical office by greeting patients and visitors in person and on the telephone and answering inquiries or referring questions to other staff members.

- Schedules appointments for the physicians and physician assistant to optimize patient satisfaction, provider time and most effective use of examining and treatment rooms. Prepares a daily schedule of examinations for each provider.
- Retrieves patient files from cabinet, checks for correct sequence of papers, inserts new patient record forms, and places files in sequence for physician examination or treatment.
- Endeavors to keep patients on schedule by reminding provider of service delays.
- Assists ill or distraught patients as necessary. Telephones taxis or family members when necessary for transportation.
- Maintains reception area in a neat and orderly condition.
- Assists patients with insurance papers and billing questions.
- Opens and sorts office mail. Delivers outgoing mail to the post office at end of day.
- Participates in the medical office emergency routine when required. Summons ambulance or EMS or assists other staff members as needed.

Blue Cross Blue Shield

Teleperformance-Killeen, TX

July 2018 to June 2020

- Answer high-volume inbound customer calls via an automated phone system.
- Make outbound calls to patients, referrals, and sales as needed.
- Utilize resources to troubleshoot and resolve patient issues.
- Use full product knowledge of at least two ABC Company therapies to service patients.
- Responsible for providing feedback to leadership regarding ways to improve processes, increase efficiencies, and to maximize the performance of the department.
- Expectations listed are intended to describe essential functions only and management retains the right to reassign duties & responsibilities to this position at any time.
- Performs all position appropriate duties as required in a competent, professional and courteous manner.

Education

Certificate in Medical Assistant

Career step - Austin, TX

March 2023 to Present

Master's degree in Criminal Justice

Strayer University-Virginia - Remote

February 2019 to January 2023

College Degree in Medical Administrative Assistant

Vista College - Killeen, TX

October 2016 to November 2018

Certificate in Phlebotomy

Central Texas Health Allied - Austin, TX

July 2018 to September 2018

High school diploma

Temple high school - Temple, TX

August 2014 to May 2015

Skills

- Telemarketing
- Insurance verification
- Medical terminology
- Typing
- Medical scheduling
- Data entry
- Flexibility
- Team Work
- Phlebotomy
- Information security
- Medical Records
- Laboratory Experience (5 years)
- Heavy lifting
- Athenahealth
- Problem-solving
- Reliability
- Banking
- Computer skills
- Microsoft Office
- Medical billing
- Specimen collection / processing
- Medical Coding
- Medical office experience
- Patient Care
- Caregiving (3 years)
- IIS
- Sales
- Medical receptionist
- Venipuncture
- EMR Systems
- Experience Administering Injections
- Auditing
- Operating Systems
- Vital signs
- Medical terminology
- Specimen collection / processing (5 years)
- Pediatrics
- Heavy lifting

- SSRS
- Custodial experience

Certifications and Licenses

Certified Phlebotomy Technician

July 2022 to July 2025

First Aid Certification

CPR Certification

August 2023 to August 2025

Driver's License

April 2020 to April 2029

Certified Medical Assistant

March 2023 to April 2025

CNA

CNA

ASCP Certification

State Tested Nursing Assistant

Additional Information

Certified Medical Administrative Asst