

ARTHUR CURRY

613-727-4723 | arthurcurry@gmail.com | linkedin.com/arthurcurry

PROFILE

Results-oriented and self-motivated **Office Administration-Health Services** student trained in medical office, billing, and patient management using health record management systems. Deliver exceptional patient service through effective interpersonal skills, knowledge of medical transcription and terminology, and respect for confidentiality. Able to efficiently manage and prioritize tasks in fast-paced, deadline-driven healthcare environments.

SUMMARY OF QUALIFICATIONS

- Manage medical office operations including scheduling, billing, and record management
- Communicate clearly with patients, healthcare professionals and insurance companies
- Adhere to confidentiality and privacy regulations to protect patient information
- Collaborate effectively within a multi-disciplinary health care team
- Produce accurate health documents and reports in compliance with industry standards
- Provide excellent customer service to patients, addressing needs with empathy
- Apply critical thinking to handle administrative challenges and improve office efficiency
- Proficient in MS Office (Word, Excel, PowerPoint), EMR systems and billing software

EDUCATION

Office Administration – Health Services Diploma

Sept. 2023 – Present

Algonquin College, Ottawa, ON

- GPA: 3.8/4.0, Dean's Honours List

High School Diploma

Graduated Jun. 2023

Organization, Location

RELATED EXPERIENCE

Health Services Integrated Project

Sept. 2024 – Present

Office Administration – Health Services Diploma, Algonquin College, Ottawa, ON

- Participate in mock medical office simulations, demonstrating proficiency in medical office administrative tasks, communications, and software
- Create a weekly schedule for a medical office using an electronic health record system, including appointments for routine check-ups, follow-ups, and specialist consultations
- Process billing for 5 patient visits, generating invoices using medical billing software
- Update patient records with new information from recent visits, ensuring accuracy and confidentiality in handling patient data
- Draft clear and concise professional correspondence to a patient regarding an upcoming appointment and necessary preparations, following privacy guidelines
- Address patients' concern over the phone in role-play scenarios, demonstrating empathy, active listening and problem-solving skills

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Office Assistant Summer Position

May – Sept. 2024

Centretown Community Health Centre, Ottawa, ON

- Screened, registered and scheduled clients for education groups and individual appointments, helping clients with diverse backgrounds and needs
- Performed data entry to maintain a comprehensive record keeping system, ensuring client information was up-to-date and accurate
- Answered client queries by phone or in-person, applying client service principles and best practices to build client trust and satisfaction
- Maintained a list of community resources to provide appropriate client referrals
- Assisted with basic bookkeeping tasks including processing invoices, preparing expense reports, and reconciling accounts

OTHER WORK EXPERIENCE

Customer Service Representative

Aug. 2022 – Present

Canadian Tire, Ottawa, ON

- Communicate over phone and emails, answering customer queries and resolving complaints to ensure customer satisfaction and loyalty
- Listen actively to understand customer needs and provide relevant products or solutions
- Builds relationships with co-workers to foster a collaborative and supportive team
- Manage time and tasks effectively to serve a high volume of clients

Team Member

Jan. 2022 – Jul. 2022

Tim Horton's, Ottawa, ON

- Accurately took and prepared client orders, meeting all dietary needs and preferences
- Organized and cleaned kitchen and dining areas by following health and safety protocols
- Demonstrated multi-tasking skills to handle multiple customers and tasks simultaneously
- Processed transactions and handled cash with accuracy, balancing till at the end of shift

TRAINING & CERTIFICATIONS

Introduction to Microsoft Excel Level 1 & 2

Dec. 2023

City of Ottawa

Occupational Health & Safety

Oct. 2023

Ontario Ministry of Labour

Accessibility for Ontarians with Disabilities Act (AODA)

Oct. 2023

Accessibility Ontario