**VIVIEN OBITULATA-UGWU**

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**SUMMARY**

Medical assistant with three years of hands-on experience in providing healthcare delivery to complex medical groups and health clinics. Well-versed in the latest technological tools and resources that support efficient healthcare delivery. Seeking to deliver high-quality patient care to diverse populations.

**SKILLS**

* **Proficient knowledge of various electronic medical records systems**
* **Excellent knowledge of medical terminology**
* **Clear verbal and written communication skills**
* **Extremely punctual, and able to multitask in an organized structure.**
* **Ability to work well under pressure and use good judgment in assessing difficult situations.**
* **Excellent telephone skills and customer service skills**
* **Ability to communicate effectively with patients, physicians, and other staff.**
* **Superior organizational and time management skills**
* **Proficient in office administration**

**EXPERIENCE**

**Skills for Change Health Informatics Bridging Program Feb to March 2023**

**Position: Health Informatics Trainee**

* **Successfully used Arya EHR to register a patient, schedule and confirm appointments, send prescriptions, handle referrals, and upload requisitions electronically**
* **Cleaned, analyzed, and visualized clinical data using Microsoft Excel and Tableau software.**
* **Designed business model canvas, strategy map, balanced scorecard, and dashboards for an executive health group**

**EFW Radiology, Calgary Aug 2020 to Apr 2021**

**Position: Clinic Support Specialist**

* Successfully verification of patient, billing, and referring physician information, as well as examination details, on all reports using Accuro EMR, ensuring accurate and complete medical records
* Provided exceptional patient care by advising and assisting 50+ patients daily in preparing the patients for exams, which improved patient comfort and overall satisfaction.
* Provided coordination of the flow of patients within the clinic waiting room to ensure efficient use of the facility and the schedules of the technologists and radiologists.

**CBI Health Centre, Sunridge Professional Centre, Calgary January 2020**

**Position: Student Intern**

* Optimized clinic workflow by greeting patients, receiving inbound calls and outbound calls in a courteous manner, responding to emails, taking patient requests, and passing on the information to the doctors immediately leading to improved patient satisfaction.
* Contributed to accurate diagnoses and treatment plans by diligently recording vital signs in the patient chart and performing lab tests.
* Optimized patient care by efficiently scheduling appointments using the appointment scheduling electronic systems thereby reducing wait times.

**Mckenzie Towne Care Centre, Calgary**                                                         January 2020

**Position: Student Intern**

* Streamlined resident onboarding process by registering incoming residents and managing their information using PointClickCare
* Increased record-keeping efficiency and accuracy by diligently updating, scanning, and faxing documents and other administrative activities as assigned.
* Improved resident satisfaction by timely and accurately sorting and delivering mail.

**Primary Health Care Department, Ijebu-Ode Nov 2017 – Nov 2018**

**Position Held: Medical Assistant**

* Enhanced patient care quality by promptly obtaining information from an average of 20 patients per day, taking their medical history, and ordering laboratory investigations for accurate diagnosis.
* Coordinated patient care by accurately documenting patient vital signs such as pulse rate, temperature, manual blood pressure, height, and weight.
* Ensured timely and accurate diagnosis by diligently performing phlebotomy, collecting tissue, and other laboratory specimens, and preparing them for lab testing.

**Olabisi Onabanjo University Teaching Hospital, Sagamu Aug 2016 – July 2017**

**Position Held: House Officer**

* Improved patient care quality by diligently clerking every new patient on their admission into the ward and presenting each case comprehensively to all members of the clinical management team before every ward round.
* Ensured effective patient management by accompanying patients during transportation from the ward to the theatre prior to their surgeries.
* Contributed to improved patient outcomes by proficiently performing medical procedures such as performing urine tests and documenting appropriately.

**EDUCATION**

**University of Nigeria, Nsukka**

**Bachelor’s degree**

**Medical Reception College**

**Diploma in Medical Office Assistant / Unit Clerk**

**CERTIFICATIONS**

Standard First Aid & CPR/AED level C (BL) – May 2023