

YODALIEBI BURNS

Medical Administrative Professional

3545 Patterstone Dr, Alpharetta, GA 30022 | (407) 813-4967 | ykburns@gmail.com

PROFESSIONAL SUMMARY

Seasoned bilingual healthcare professional with 12+ years of progressive experience in medical administrative and clinical roles. Combines an M.D. from Cuba with a U.S. Bachelor's in Nursing to deliver exceptional patient care coordination, office management, and clinical support. Proven ability to streamline scheduling systems, maintain HIPAA-compliant records, and facilitate seamless patient intake across high-volume medical facilities. Faculty Award recipient with Sigma Theta Tau International Honor Society recognition.

CORE COMPETENCIES

- Electronic Medical Records (EMR/EHR)
- Insurance Verification & Billing
- Patient Intake & Assessment
- Wound Care Basics
- Multidisciplinary Team Collaboration
- Microsoft Office Suite (Word, Excel, PowerPoint)
- HIPAA Compliance
- Medication Administration
- Bilingual (English & Spanish)
- Attention to Detail
- Medical Scheduling Systems
- Medical Terminology
- Sterilization Protocols
- Patient Communication & Education

PROFESSIONAL EXPERIENCE

Medical Assistant

Dec 2014 — Mar 2020

Walk-in Clinic, Saint Cloud, FL

- Provided comprehensive administrative and clinical support to medical staff, enhancing overall operational efficiency by 30%
- Managed appointment scheduling for 50+ patients daily and maintained meticulous electronic medical records using EMR systems
- Prepared examination rooms and enforced strict sterilization protocols, maintaining 100% compliance with infection control standards
- Processed insurance verifications, copayments, and patient billing with accuracy, reducing claim rejections by 15%
- Coordinated patient referrals and follow-up care, ensuring continuity of treatment across multiple providers
- Performed vital signs assessment, patient intake, and preliminary health screenings for diverse patient populations

Student Nurse / Clinical Rotations

Jan 2016 — Mar 2018

Osceola Regional Medical Center, Osceola, FL

- Formulated and executed individualized nursing care plans in collaboration with multidisciplinary healthcare teams
- Provided competent clinical care across Labor & Delivery, Medical/Surgical, Hematology Oncology, and Family Practice units
- Administered medications, monitored patient vitals, and documented patient progress in electronic health record systems
- Gained specialized experience in diverse healthcare settings, demonstrating adaptability and patient-centered care delivery
- Assisted in patient education regarding treatment plans, medication management, and post-discharge care instructions

Office Clerk / Medical Records Specialist

Dec 2006 — Oct 2013

Light House INC, Miami, FL

- Managed comprehensive patient data collection, insurance claim processing, and detailed case history documentation with 99% accuracy
- Organized and maintained over 5,000 medical records, streamlining file management and reducing retrieval time by 40%
- Facilitated HIPAA-compliant internal and external communications via mail, email, and fax systems
- Delivered exceptional front-desk customer service, greeting 100+ daily visitors and routing calls professionally
- Processed medical correspondence, referral letters, and discharge summaries for distribution to healthcare providers
- Maintained office supply inventory and coordinated with vendors for medical equipment and supplies

EDUCATION

Bachelor's Degree in Nursing (BSN)

May 2018

Universidad del Turabo, Orlando, FL

Faculty Award for Excellence in Academic Achievement | SIGMA Theta Tau International Honor Society for Nursing | Cum Laude

Doctor of Medicine (M.D.)

Jun 2000

Victoria de Girón / Calixto García (MGI), Havana, Cuba

TECHNICAL SKILLS

SYSTEMS & TOOLS: Electronic Medical Records (EMR/EHR) | Microsoft Office Suite (Word, Excel, PowerPoint) | Medical Scheduling Systems | Insurance Verification & Billing | HIPAA Compliance | Medical Terminology | ICD-10 / CPT Coding Basics | Patient Registration Systems | Vital Signs & Clinical Assessment

CLINICAL: Patient Intake & Assessment | Medication Administration | Sterilization Protocols | Wound Care Basics | Specimen Collection | Care Plan Development

LANGUAGES

English: Fluent | **Spanish:** Native

AWARDS & HONORS

- Faculty Award for Excellence in Academic Achievement
- SIGMA Theta Tau International Honor Society for Nursing
- Cum Laude Honors