

# ANGELINA SMITH

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Boston, MA

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## MEDICAL TRANSCRIPTION SPECIALIST

Medical Billing & Coding

Empathetic, Loyal, and Adaptable **Medical Transcription Specialist** has 15+ years of combined working experience handling a range of job responsibilities with utmost accuracy and efficiency, delivers impeccable service with a remarkable commitment to customer service. Motivated and dependable professional maintains a consistent track record of surpassing standards and goals at various organizations. Manifests profound knowledge and proven expertise in Performance Assessment, Data Entry, Memorization for efficiency, Staff Training, Report and Account Management.

**Recognized for consistently achieving high quality scores and chosen as Supervisor over a team of editors to review their MT reports.**

Distinguished top performer demonstrates resilience to ever-changing work volumes; prioritizes needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures. Focused on managing workflow processes and delivering high-quality reports.

- ✦ Adept at Time Management & Multitasking
- ✦ Strong Written & Verbal Communication Skills
- ✦ Resourceful & Detail-oriented Problem Solver
- ✦ Judgmental & Decision Making Skills
- ✦ Patient & Physician Confidentiality
- ✦ Verification & Troubleshooting for Accuracy

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## TRANSCRIPTION CAREER HISTORY

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|---|----------------|
| <b>Pythus, Inc.</b><br>Medical Transcriptionist<br>Boston, MA               | 2017 – Present |
| <b>Helios Transcription, Inc.</b><br>Medical Transcriptionist<br>Boston, MA | 2015 - 2017    |
| <b>Apple Communications, Inc.</b><br>Medical Transcriptionist<br>Boston, MA | 2009 - 2015    |
| <b>Middle Technologies, Inc.</b><br>Medical Transcriptionist<br>Boston, MA  | 2007 - 2009    |
| <b>Blikert Professional, Inc.</b><br>Medical Transcriptionist<br>Boston, MA | 2001 - 2007    |

## PROFESSIONAL EXPERIENCE

- ✦ Oversaw the **implementation of productivity measures to aid in producing up to 10% more reports on a daily basis**; consistently met and surpassed targeted goals and objectives with no issues; served multiple offices and hospitals on all reporting needs.
- ✦ Performed and prioritized multiple tasks seamlessly including transcription of transfers, discharges, history, physicals, consultations, progress notes, ER and operative reports and notes at the **highest quality achieving impeccable QA scores**; handled up to 30+ daily depending on type and needs.
- ✦ Managed feedback on documents, and handled deficiencies as necessary in adherence with established policies and regulations; coordinated vast resources of medical and drug books, and internet to verify drug names and various medical terminology to ensure accuracy.
- ✦ Served as the point to contact for a team of 15+ MTs and performed proofreading and mentorship to bridge issues with improving quality; worked closely with workflow managers through Ipswitch to meet deadlines for the hospital reports resulting in cost reduction for the hospital and zero penalties.

## OTHER RELEVANT EXPERIENCE

**ClearCrystal, Inc.**

2015 -

2016

Ads Quality Rater

Orlando, FL

- ✦ Delivered evaluation expertise to ensure advertising met scores with keywords and queries; performed rating on various websites to note the guideline criteria; provided assistance in improving accuracy and relevancy of the ads, adjusted language that appeared awkward or improper; reported on web layout effectiveness.

## EDUCATION & TECHNICAL SKILLS

**Career Step Medical Transcriptionist Training Program**, *Salt Lake City, Utah*  
Certificate of Graduation

**Kentucky University**  
Bachelor of Business administration

Microsoft Office Suite ✦ Editscript 9, 10 & 11 ✦ 80WPM ✦ 10-Key ✦ Coding ICD-10 ✦ Shorthand 10.0 ✦  
BeyondTXT ✦ TWS 3.8 ✦ Clarity Cornerstone Platform