

# *Diana Lynn Hershelman*

1425 Magnolia Ave. #9

Redding, California 96001

530.241.9208

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## *Certified Medical Assistant*

- Reliable, organized and motivated professional. Quick-thinking in emergency situations.
- Team player, experienced in front and back office operations.
- Friendly, compassionate, effective communicator, with legible penmanship.
- Trained in phlebotomy, CPR, minor surgical assist and more. Venipuncture certified.
- Computer literate: Windows, Microsoft Word, MediSoft, WordPerfect, DNA, Versyss, and Medical Manager. Efficient on PBX switchboard.

## *Professional Experience*

**Phlebotomist  
Blood Source  
Redding, CA**

**June to Dec. 2002**

- Largest blood bank in Redding. Effectively performed computer registrations, mini-physicals, hematocrits using a centrifuge, and phlebotomy. Also responsible for loading, setting up, and unloading of mobile units, when assigned to off-site blood drives.

**Carolyn Lintner, MD, Internal Medicine  
Debra Hartig, NP  
Redding, CA**

**Feb. to April 2002**

**(Office closed when Lintner merged practices with her spouse.)**

- Front office duties included: phone triage, PBX switchboard operation, creating a daily visit count report, coordinating physicians' schedules, compiling patient information and scheduling patient appointments.

**Medical Assistant (front and back office)**

**1996 to 2000**

**Arcata Family Health Center  
St. Joseph Hospital  
Eureka, CA**

**(Practice was dissolved.)**

- 17,000-patient practice. Largest in Humboldt County. High daily patient volume. Three family practitioners, two internists, and two psychologists. In-house lab, x-ray and chemotherapy.
- Front office duties included: phone triage, PBX switchboard operation, creating a daily visit count report, coordinating physicians' schedules, compiling patient information and scheduling patient appointments.

- Back office responsibilities were varied. They included: preparing patients for doctors' exams, stocking, cleaning, running an autoclave, ensuring the sterile wrapping of instruments, and performing EKGs. Assisted with treadmills and minor surgeries, such as: mole removals, endometrial biopsies, colposcopies and flexible sigmoidoscopies. Being venipuncture certified, I have administered a wide range of immunizations to patients of all ages.

## *Previous Work Experience (Redding, CA)*

**Waitress/Bartender** 1986 to 1994  
**Tortilla Flats**

**Assistant Manager, retail clothing stores**  
**Hartfield's**  
**Sunwest Unlimited**

**1980 to 1982**  
**1982 to 1986**

- Created eye-catching displays to increase impulse buying and impact sales. Merchandising, customer service, shipping and receiving, and general bookkeeping duties. Had major input in employee hiring and retention.

## *Education*

**College of the Redwoods, Eureka, CA** 1995 to 1996  
**Medical Assistant Program**

- 3.8 GPA earned place on Dean's List. Asked to join Phi Theta Kappa International Honor Society.

**Shasta College, Redding, CA** 1983 to 1984

- "Introduction to Computer and Data Processing", "WordPerfect 5.0", "Typing A" & "Typing B"

*References available upon request.*