

Diana Lynn Hershelman

1425 Magnolia Ave. #9

Redding, California 96001

530.241.9208

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 **1980 to 1982**
Sunwest Unlimited **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.