Jessica Tunca

2381 Horizon Dr. Pocatello, ID. 83201 M: (208) 244-4499 jessica.tunca@gmail.com

Summary of Qualifications

- Over nine years of Medical Assistant/Office administration experience; skilled in standard clinical and routine invasive procedures.
- Educated in patient care charts, patient histories, and triage protocols; knowledge of quality, safety and infection control standards.
- Fourteen years' experience in Office Administration and Customer Service positions; computer proficiency in PC programs including Word, Excel and Outlook. Strong verbal and written communication skills, excellent organizational talents.
- Nationally registered as a medical assistant through the American Registry of Medical Assistants.
- Certified Hyperbaric Technologist by the National Board of Diving & Hyperbaric Medical Technology.

Skills

- Administer injections
- Set-up for minor office surgeries
- Spirometry/pulmonary function
- Routine bandaging
- Vital sign assessment
- Autoclaving/sterilizing
- Patient positioning
- Venipuncture
- Electrocardiography
- Instrument preparation
- Urinalysis
- Patient charting and filing
- Appointment scheduling
- Insurance billing and coding

Education

Salt Lake Community College – Salt Lake City, UT. November 2010
Certified Nursing Assistant Program
Cambridge College – Bellevue, WA. June 2006
Medical Assistant Program
Seattle Indian Center – Seattle, WA. May 1999
General Education Diploma
Certified Hyperbaric Technician – Pocatello ID. **Sept 2014-Sept 2016**

Work Experience

Portneuf Medical Center Wound Care & Hyperbarics - Pocatello, ID

Medical Assistant (July 2012 - January 2013 and February 2014 to April 2015)

- Assisted RN(s) by collecting, recording, and reporting age specific data that included: TPRs, BPs and blood sugar readings. Assisted with wound photography and measurements. Reported observed responses to treatment. Assured data is complete, accurate and comprehensive.
- Assisted with wound vac placements, total contact casts, wound assessments, and measuring.
- Front office experience including scheduling, answering phones, filing, and data entry.
- Maintained and managed clinic supply.

Safety Director of Hyperbarics (January 2013 - February 2014)

- Assumed responsibility for the safe and effective operation and maintenance of the hyperbaric chambers, related systems, and ancillary components.
- Made necessary recommendations for departmental safety policies and incorporated new safety procedures as appropriate.
- Provided leadership and safety training to personnel.
- Responsible for maintaining all facility safety-related standards as required by various licensing and regulatory agencies.
- Assisted in patient preparation for treatment.
- Reinforced education as it relates to hyperbaric therapy.
- Kept complete and accurate patient records as they pertain to treatment documentation.
- Performed duties and procedures as directed by Program Director, Medical Director, and the Clinical Coordinator.
- Performed hyperbaric chamber operations and system maintenance as required.
- Supported clinical hyperbaric facility accreditation.

Salt Lake Community College Student Health Clinic – Salt Lake City, UT

Medical Assistant (April 2008 – May 2012)

- Assisted with patient exams including assessing patient vital signs.
- Administered medications including inject-able medications and vaccines.
- CLIA waived laboratory work including venipuncture, finger stick, urinalysis, and culture specimens.
- Triage patients per defined scope of care and administer first aid.

- Performed office duties which include answering phones, keyboarding and data entry using a variety of software programs.
- Scheduling appointments and managing patient records; accounts payable and receivable.

North Pacific Dermatology – Renton, WA

Medical Assistant (August 2006 - February 2008)

- Worked closely with physician allowing for proper professional diagnosis.
- Aided in patient education regarding medications, expectations and post-treatment care.
- Set-up and assisted in Minor office surgeries.

Health Care Associates – Lakewood, WA

Medical Assistant Extern (October 2005 - June 2006)

- 256 hr externship scheduled and monitored patient appointments, prepared patients for exams, procedures and treatments, and followed established triage policies.

Verizon Wireless – Bellevue, WA

Customer Service Representative (August 2004 - August 2006)

- Overseeing customer bill inquiries, payment issues, bill re-rating and rate plan changes.
- Exhibiting quality customer service from greeting point through departure.
- Researched and resolved billing inquiries through problem-solving and analysis.
- Educated customers of Verizon Wireless products and services.
- Conducted troubleshooting to service equipment issues.
- Prioritized and organized daily follow-ups to ensure timely resolution of customer issues.
- Evaluated customer concerns and resolved problems to the customer's satisfaction.

References

Jared Price, D.O.
Portneuf Wound & Hyperbarics
(208) 239-2670

Ann Daly, FNP-C
Salt Lake Community College Health and Wellness
(801) 957-4268

Katy Sevy, RN
Portneuf Wound & Hyperbarics
(208) 220-9846

Barbara Cobbley, RN
Portneuf Wound & Hyperbarics
(208) 244-2778