

**Christine Robertson**

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**15 years as a medical secretary**

Discreet, punctual, thorough  
Good written communication skills  
Familiarity with the health care network

**PROFESSIONAL EXPERIENCE**

**Since Jan. 2016:** *Hospital A, Immunology Department*

Ottawa

- Greet patients, set up appointments
- Open and distribute mail
- Manage the doctors' appointment books
- File patient files and other administrative documents
- Organize meeting logistics
- Attend meetings and take minutes
- Fill out insurance forms
- Transcribe medical reports using voice recognition software
- Revise and proofread texts
- Help implement the budget
- Order administrative supplies and take inventory

**Jan. 2012 to Dec. 2015:** *Hospital B, Oncology Department*

Hamilton

- Greeted clients
- Set up and confirmed appointments with department specialists
- Updated specialists' appointment books
- Prepared medical files
- Transcribed information from a dictaphone
- Filled out forms for insurance and compensation claims
- Filed departmental documents
- Ordered office supplies
- Trained a young assistant on office software

**Feb. 03 to Dec. 2011:** *Medical Centre B*

Hamilton

- Set up appointments
- Answered the phone
- Communicated information between doctors and patients
- Wrote reports and letters

- Revised specialists' documents
- Filled out medical insurance forms
- Managed and filed medical files
- Handled billing

## EDUCATION

2002: Vocational diploma – medical secretarial studies, College D

### Additional courses:

2007: First aid in the workplace, St. John Ambulance

2005: Cardiopulmonary resuscitation (CPR), St. John Ambulance

## COMPUTER SKILLS

Good knowledge of Word, Excel and Outlook

Excellent proficiency with Crescendo voice recognition software

## LANGUAGES

English mother tongue

Functional French

Basic Spanish

## HOBBIES AND INTERESTS

Bicycling, cross-country skiing

Chorist with the St. Lawrence Choir

Volunteer for the Cedarwoods Support Association (palliative care)