

**FEDERAL RESUME CLIENT NAME**  
**1234 (Name) Avenue, City, ST 12345**  
**555.111.8876**  
**name.name@name.com**  
**Country of Citizenship: United States**  
**SSN: xxx-xx-xxxx**  
**Veterans Point: 10**  
**Secret Security Clearance**

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**Job Title:** Medical Records Technician  
**Department:** Department of the Air Force  
**Agency:** U.S. Air Force – Agency Wide  
**Job Announcement Number:** AFPCMEDEH-121858\*-\*\*\*\*

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### **CORE COMPETENCIES**

Medical Records Management, Coding, Computer-System Uploading, File Review, Personnel Action Coordination, Performance Evaluation Development, Defense Medical Human Resources System Internet, Timecards, Payroll, Administration, Reports Development, Correspondence Preparation and Documentation, Patient Care Tracking, Office Operations

### **PROFESSIONAL EXPERIENCE**

July 2011 – August 2012  
United States Air Force  
City, ST

Hours per Week: 40+

Salary: \$45,000 annually

Supervisor: (Fname Lname)

Phone: N/A

May Contact: N/A

#### **NCOIC, Medical Detachment Officer**

Provided strong administrative liaison support for DiLorenzo TRICARE Health Clinic, Walter Reed-Bethesda and 579<sup>th</sup> Medical Group; coordinated personnel actions including developing performance evaluations and awards for 70+ Army/Air Force/civilian individuals. Diligently ensured that all records were accurately maintained including tracking data initiatives, sanctions and complaints.

Supervised Defense Medical Human Resources System Internet timecards; ensured information met all requirements, that correct grouping/staff placement was performed and that civilians were paid on bi-weekly schedule. Supported staff personnel by providing any needed advisement and weekly status reports.

Also managed all aspects of Clinic parking program for staff and patients; processed requests/permits and authored any security violation reports for dissemination to parking representative. Successfully implemented array of duties/activities supporting productivity,

efficiency and daily operational effectiveness. Developed correspondence including letters, memoranda, data requests and data analysis reports.

December 2009 – July 2011

United States Air Force

City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: (Fname Lname)

Phone: N/A

May Contact: N/A

**Internal Medicine Administrative Officer**

For seven-physician team, skillfully performed all administrative functions, including managing physician appointments/schedules and receiving/screening/documenting all incoming documents/taskings/reports; distributed chart notes and laboratory/radiological findings, designed tracking system used by specialty physician that ensured continuity of patient care, and served as point-of-contact for resolving multiple, routine operational issues.

December 2008 – December 2009

United States Air Force

City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: (Fname Lname)

Phone: N/A

May Contact: N/A

**Allergy and Immunizations Clinic Administrative Officer**

Oversaw clinic administration including providing templates and communicating schedules to management. Conducted end-of-day processing including reports, diagnostics and data entry, utilizing Composite Health Care system software; also maintained Air Force Complete Immunization Tracking Application data.

Skillfully trained individuals on policies concerning use of Defense Medical Human Resources Internet, resulting in 25% increase in clinic accountability/time management. Also recorded 50% improvement in improved Healthcare Effectiveness Data and Information Set following process improvement of contacting patients/parents regarding overdue immunizations.

August 2007 – December 2008

United States Air Force

City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Joseph Furrer

Phone: N/A

May Contact: N/A

**NCOIC, Information Management Officer**

Provided outstanding support for 673<sup>rd</sup> Medical Group, overseeing development, storage and dissemination of 100+ weekly orders for electronic/manual instructions, publications and other forms; ensured that all publications/forms adhered to required style/format and met all

regulatory requirements. Maintained Medical Group Instruction and Form database and served as Government Purchase Card Holder.

Held key responsibilities in updating information and policy guidance for Air Force Portal/673<sup>rd</sup> Medical Group Intranet. Organized Air Force Information Management System (AFRIMS) account and flight records management training for information managers; documented Information Management function minutes and assisted administrative support staff with performing records management, communication and information flow. Successfully audited group forms and proposed resolution for various program inadequacies.

December 2006 – July 2007

United States Air Force

City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**NCOIC, Pediatric Records**

Oversaw administrative functions for three Primary Care Optimization (PCO) teams; focused on maintaining in-depth and accurate patient records to support highest levels of continuity of care. On daily basis, managed 70+ health records in the Composite Health Care System and researched/distributed any loose documentation and records. Employed Defense Enrollment Eligibility Reporting System to ensure patient eligibility and followed governing HIPAA guidelines for releasing medical information. Additionally, performed annual retirement, inventory and purge of all pediatric medical records.

May 2005 – December 2006

United States Air Force

City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**Assistant NCOIC, Commander's Support Staff (CSS)**

Successfully assisted with management of all CSS events for personnel attached to 78<sup>th</sup> Medical Group; directly supported Commander, First Sergeant, Group Chief and Squadron Superintendents regarding personnel and administration areas; managed programs covering Unit Fitness, IMA, Leave, WAPS and Promotions.

Prepared/distributed INTRO program, processing of medical personnel, subsistence-in-kind allowances, Preventative Health Assessment (PHA), dental health scheduling and other programs. Additionally, administered re-enlistments, group ID badges, performance evaluations, awards/decorations, administrative travel orders, UIF and control roster actions, file maintenance, PC III and MilPDS, and all retirement/separation activities. Ensured excellent levels of liaison between Commander and Military Personnel Flight regarding personnel issues and trained individuals on personnel programs, as required by AFIs.

May 2004 – April 2005  
United States Air Force  
City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**NCOIC, Patient Administration**

Efficiently managed provider-requested referrals to other Military Treatment Facilities (MTFs); carefully determined proper authorization, ensured credential availability for consulting MTF and coordinated all scheduling. Oversaw Line of Duty (LOD) program for active duty Wing members and processed all determinations through commanders and Military Personnel Flight. Skillfully updated information in CHCS and forwarded to MAJCOM. Additionally managed Special Needs Identification and Assignment Coordination (SNAIC).

May 2002 – April 2004  
United States Air Force  
City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**Family Practice and Medical Group Release of Information Administrative Officer**

For this unit, skillfully supported eight Primary Care Managers in providing care for patients aged birth to 65 years. Diligently oversaw all administrative operations including assuring ready availability of all forms/medical records needed during appointments; maintained system code currency. Used strong communicative skills to instruct patients/families regarding on-going care and coordinated telephone consultations with triage nurses when needed.

Utilized ROI database to track newly-assigned beneficiaries and interfaced with Dept. of Labor and VA to determine benefit eligibility. Researched requests for records from law offices, insurance companies, civilian physicians and patients and, when necessary, requested information from other sources, i.e. other bases, network providers and DOD files; ensured accuracy of data, provided information to healthcare facilities following approval by legal department concerning compliance with all privacy and other governing regulations, and authorized eligibility.

June 2000 – April 2002  
United States Air Force  
City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**Pediatric Element Administrative Officer**

Employed excellent administrative capabilities in supporting work of four Primary Care Optimization physicians; diligently maintained security of medical records, assessed charts to ensure presence of needed forms as well as accuracy of Pediatric flow-sheets and Third Party Collection forms and completed Composite Health Care System (CHCS) and Automated Data System (ADS) reports. Was considered as subject matter expert in all areas of medical records administration. Also oversaw patient reception and ensured that all telephone-based consultation was routed to appropriate individuals.

June 1998 – May 2000  
United States Air Force  
City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**Special Care Flight Officer**

Skillfully managed administrative activities for Flight supporting 200+ individuals; tasked with interpreting all communications/directive/publications, assessing and providing feedback for Enlisted Performance Reports (EPR), designing/implementing various methodologies to improve operational efficiencies and managing all computer systems. Was responsible for processing leaves and TDYs, held key role in managing awards/commendations/retirements, oversaw resource management for unit and provided array of support as requested by Commander and Superintendent.

Additionally served as Squadron Unit Fitness Program Manager, managing schedules and overseeing progress of individuals engaged in self-directed and mandatory fitness programs; updated unit management on regular basis.

November 1996 – June 1998  
United States Air Force  
City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**Admissions and Dispositions Officer**

Effectively performed all needed actions for admitting patients and transferring within facility; carefully assessed situations to correctly direct patients to needed care level, i.e. Very Seriously Ill (VSI), Seriously Ill (SI), etc., and updated records appropriately. Input data into CHCS system, performing regular quality control to assure data accuracy. Ensured Admission and Disposition Report accuracy and forwarded appropriately; prepared and disseminated all needed daily reports.

Was also tasked with obtaining relevant data regarding diseased individuals including informing next-of-kin concerning various procedures; forwarded relevant required information to local/state agencies.

November 1995 – November 1996

United States Air Force

City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**Adult Ambulatory Care Officer**

Skillfully managed appointment schedules and updated patient data using CHCS; coordinated appointments with element leader/scheduler/providers and ensured proper patient file availability for use by 20 providers in performing highest levels of continuing care. Supported all unit Quality Improvement (QI) actions and developed daily/weekly reports covering collected QI data; also compiled Medical Expense and Performance Reporting Systems Data (MEPRS). Utilized strong interpersonal skills in greeting patients; ensured requirements for patient information confidentiality were continually met.

May 1994 – November 1995

United States Air Force

City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: N/A

Phone: N/A

May Contact: N/A

**Outpatient and Pediatric Records Officer**

Carefully reviewed all patient documentation/records to assure inclusion of proper patient identification and records location, filed all medical records, and, when necessary, retrieved and properly filed misplaced records, repairing any damaged files. Updated computerized data, processed newly-assigned personnel, managed unit incoming/outgoing mail processes, and oversaw records for 750+ pediatric clinic patients on weekly basis.

Ensured availability of outpatient records for use by clinics, out-processing and medical center personnel, and for any other appropriate entities.

September 1992 – May 1994

United States Air Force

City, ST

Hours per Week: 40+

Salary: N/A

Supervisor: Fname Lname

Phone: N/A

May Contact: N/A

**Medical Expense and Performance Reporting System (MEPRS) Clerk**

Efficiently collected/reviewed AF Form 3078, Weekly Personnel Time and Salary Distribution Worksheet, for Medical Center personnel; uploaded all time-related information into Expense Assignment System, Version III (EAS III), continually monitoring for accuracy. Developed facility workload information for inclusion into Report of Patients, performed record audits IAW AFI 168-695 to validate outpatient visits, and supported Director, Deputy Director, Superintendent and NCOIC of Medical Resource Managed when needed.

### **EDUCATION/TRAINING/CERTIFICATION**

(Name) University, City, ST  
Business Administration, Management, studies, 2012-2013  
GPA: 1.556  
Semester/Credit Hours: 22.5

Community College of (Name), City, ST  
**Associates Degree, Health Care Management, 2011**  
**GPA: N/A**  
**Semester/Credit Hours: N/A**

University of Name, City, ST  
General Studies, 2011  
GPA: 4.0  
Semester/Credit Hours: 3

(Name) State College, City, ST  
Business Administration Degree studies, 2005-2006  
GPA: 2.0  
Semester/Credit Hours: 12

(Name) Community College, City, ST  
Business Administration Degree studies, 1999-2001  
GPA: 3.0  
Semester/Credit Hours: 9.99

(Name) State University, City, ST  
Business Administration Degree studies, 1992  
GPA: 3.0  
Semester/Credit Hours: 15

(Name) University, City, ST  
Architectural Engineering Degree studies, 1987-1990  
GPA: 1.6  
Semester/Credit Hours: 27

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I am extremely interested in being considered for the Medical Records Technician position available, and am submitting my resume for review; I believe you will find my background uniquely matches the requirements of this position. In particular, as a retired Air Force veteran, with 20-years of service, I am well-versed in governmental operations, objectives and standards.

I believe that the knowledge I have gained during my more than two decades of medical records management and oversight experience will prove advantageous in supplying your organization with the support it needs to meet its goals and management directives. My experiential base ranges from Medical Expense and Performance Reporting System (MEPRS) Clerk through Outpatient and Pediatric Records Officer to various areas of Administrative Management in Ambulatory Care, Admissions and Family Practice.

In my most recent assignment with the USAF, stationed at the Pentagon, I was the NCOIC/Medical Detachment Officer, where I was charged with coordinating a wide array of personnel actions, including developing/processing all performance evaluations and awards and maintaining all personnel records.

I hold an Associate of Science Degree in Health Care Management and have pursued college-level Business Administration studies during assignments at multiple locations.

Throughout my career I have exhibited a commitment to quality and consistent compliance with critical governing directives, standards, policies and procedures. I am confident in my ability to deliver immediate and long-term results and you will find me to be a performance-driven leader and collaborative team player focused on achieving and surpassing goals. I am eager to discuss how my qualifications match your needs, and look forward to interviewing with you at your earliest convenience. In advance, thank you for your time and consideration.

Professionally,

Client Name  
Attachment