

Joelle Mobley-Epps

Charlotte, NC 28205

joelle68@gmail.com

+18282806083

Authorized to work in the US for any employer

Work Experience

Certified Clinical Medical Assistant (CCMA)

Magnify-Charlotte, NC

March 2025 to Present

Cardiology

Certified Clinical Medical Assistant (CCMA)

Novant Health-Charlotte, NC

March 2024 to October 2025

Neurology and Sleep Medicine

Certified Clinical Medical Assistant (CCMA)

PALMETTO INFUSION-Charlotte, NC

June 2023 to January 2024

Patient care

Vitals

Injections

Phlebotomy

Chart prep

Billing

Scheduling

Insurance verification

Certified Clinical Medical Assistant (CCMA)

Cityblock Health-Charlotte, NC

March 2022 to June 2023

- Perform vitals, blood draws, EKG's, various lab tests, and injections
- Field incoming calls and messages, greet patients, create referrals, schedule appointments, update medical histories, and prepare patients for examinations
- Efficient filing, charting, and documentation of patient information techniques
- Occupational health, Workers Comp, DOT drug testing and physicals
- Medical Office Administration and billing
- Trained incoming Medical Assistants and Phlebotomist
- Behavioral Health

Certified Clinical Medical Assistant (CCMA)

CMS schools-Charlotte, NC

October 2021 to March 2023

- COVID testing
- COVID vaccines
- Charting

CCMA

Novant Health-Charlotte, NC
September 2020 to October 2021

- COVID testing
- Triage
- Venipuncture
- Injections
- EKG
- Charting
- Assisted with minor procedures
- Behavioral Health

Floating Medical Assistant

Healthstat-Charlotte, NC
August 2018 to December 2020

- Perform vitals, blood draws, EKG's, various lab tests, and injections
- Field incoming calls and messages, greet patients, create referrals, schedule appointments, update medical histories, and prepare patients for examinations
- Efficient filing, charting, and documentation of patient information techniques
- Occupational health, Workers Comp, DOT drug testing and physicals
- Medical Office Administration and billing
- Trained incoming Medical Assistants and Phlebotomist

Home Health Aide

Serenity Home Health Care-Dayton, OH
December 2008 to February 2019

- Assist patients in maintaining personal independence while protecting and promoting residents rights
- Measure and record patient's fluid intake and output, obtained weights, and vital signs
- Assist residents with bathing, dressing and overall hygiene
- Provide residents with daily living activities
- Efficient filing, charting, and documentation of patient information techniques

Medical Assistant

Kettering Health Network
January 2017 to June 2018

- Provide patient care for Family Practice
- Perform vitals, blood draws, EKG's, various lab tests, and injections
- Field incoming calls and messages, greet patients, create referrals, schedule appointments, update medical histories, and prepare patients for examinations
- Efficient filing, charting, and documentation of patient information techniques
- Trained new Medical Assistants from Kettering Medical College

Certified Clinical Medical Assistant (CCMA)

Mercy Health-Springfield, OH

April 2016 to January 2017

- Cardiology
- Orthopedic
- Chart
- EKG
- Assist with small procedures
- Scribe
- Patient calls
- Schedule surgeries

Medical Assistant

Schear Family Practice-Dayton, OH

July 2015 to September 2015

- Assisted in minor procedures
- Performed venipuncture
- Measured accurate vital signs
- Performed numerous administrative duties
- Contacted patients for appointment reminders
- Recorded patient history
- Updated care plans
- Assisted with charting
- Cleaned patient rooms

Medical Assistant

Sanford M Wolfe DO-Rheumatologist-Dayton, OH

May 2015 to July 2015

- Assisted in minor procedures
- Performed venipuncture
- Measured accurate vital signs
- Performed numerous administrative duties
- Contacted patients for appointment reminders
- Recorded patient history
- Updated care plans
- Assist with infusions and IV removal

Lead Customer Service Representative

Time Warner Cable-Kettering, OH

August 2006 to November 2008

Provided quick, friendly customer service by answering customers questions and providing customer purchase assistance

- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Trained new Customer service representative's
- Managed a group of 10 employees

- Developing objectives for the call centers day to day activities.
- Hire, coach, and provide training to personnel to maintain high customer service standards.

Lead Customer Service Representative

Chase Home Finance-Columbus, OH

October 2005 to June 2006

- Answered customer inquiries, solving problems and provided information on new products
- Investigated and resolved customer questions and complaints
- Managed a group of 10 employees
- Developing objectives for the call centers day to day activities.
- Hire, coach, and provide training to personnel to maintain high customer service standards.

Customer Service Representative

Adecco / MetLife-Dayton, OH

November 2004 to August 2005

- Promptly responded to general inquiries from team members, staff members and clients
- Managed a wide variety of customer service and administrative tasks to resolve customer concerns
- in a timely manner
- Developed a reputation providing efficient customer service with high levels of accuracy

Education

Diploma in Medical Assistant in Medical

Kaplan College - Dayton, OH

September 2015

Skills

- CPR
- Medical records
- Good filing, charting, documenting and organizational skills, along with other office requirements
- Home Health
- Phlebotomy
- EHR Systems
- Microsoft Word
- Google Suite
- COVID Testing (Less than 1 year)
- Training & development
- EHR training in Eclinical Works, Next Gen, Athena, and Epic
- CPR Certified
- EMR systems
- Typing
- Medical Scheduling
- ORGANIZATIONAL SKILLS

- Filing
- Vital signs
- Strong attention to detail and proficient at running and handling office equipment
- vitals, and giving injections
- Customer service
- BILLING
- Venipuncture
- Workers' compensation law
- Medical Records
- Windows
- Pediatrics
- Medical Office Experience
- Triage
- Epic
- EMR Systems
- Superb communication skills, verbal and written
- Experienced in blood drawing, performing lab tests, EKG's, assisting nurses and doctors, taking
- CHARTING (5 year)s
- Laboratory experience
- FILING (10 years)
- CODING
- EKG
- Documentation review
- Vital Signs
- Patient Care
- Insurance Verification
- Experience Administering Injections
- Medical coding
- Medical terminology
- Microsoft Office
- HHA
- Efficient in billing and coding, and excellent computer skills

Certifications and Licenses

BLS Certification

CCMA Certification

CPR Certification

Medical Assistant

October 2015 to October 2023

Certified clinical medical assistant