

Ming Le

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SUMMARY

Early career clinical office support candidate with supervised experience preparing **patient registration**, **appointment scheduling**, insurance eligibility review, medical billing documentation, and confidential records for nursing clinic simulations. Training includes medical terminology, ICD 10 and CPT coding concepts, sliding fee calculations, payment tracking, claims correction, Microsoft Word, Microsoft Excel, shared drive organization, and aggregate reporting. Patient facing practice covered **appointment reminders**, missed visit follow up, **translation line** coordination, routine inquiries, request routing, and challenging interactions. Public health emergency exercises introduced Incident Command structure, clinic flow, supply documentation, escalation procedures, and reliable communication during changing priorities. Careful record review supports accurate statistics, clear reports, and respectful service. Ready to contribute dependable administrative support that keeps patients informed and clinic operations organized.

EDUCATION

Certificate in Medical Office Administration

2026

Sinclair Community College GPA: 4.0

Dayton, OH

Coursework: Medical terminology, medical billing, office administration, public health

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, spreadsheet formulas
- **Patient Registration:** Patient intake, demographic records, consent forms
- **Scheduling Systems:** Appointment scheduling, reminders, missed visit follow up
- **Medical Coding:** ICD 10, CPT, encounter documentation
- **Insurance Billing:** Eligibility verification, claim submission, claim correction
- **Payment Processing:** Sliding fee calculations, payment tracking, payment reports
- **Records Management:** Shared drives, file naming, version control
- **Clinical Reporting:** Aggregate counts, source validation, operational summaries
- **Communication Tools:** Telephone, email, written correspondence
- **Emergency Operations:** Incident Command, escalation procedures, status logs

SKILLS

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|--------------------------|--------------------|--------------------------|-----------------------|
| • Patient registration | • ICD 10 coding | • Sliding fee processing | • Basic spreadsheets |
| • Appointment scheduling | • CPT coding | • Payment records | • Aggregate reporting |
| • Insurance eligibility | • Medical billing | • Microsoft Word | • Incident Command |
| • Medical terminology | • Claims follow up | • Microsoft Excel | |

EXPERIENCE

Clinical Office Administration Project

January 2026 - September 2026

University Project

Dayton, OH

Completed a supervised nursing clinic administration project covering registration, scheduling, insurance review, billing records, payment workflows, confidential documentation, reporting, and patient communication. Presented **clinic flow** decisions and escalation practices to faculty.

- Mapped registration and scheduling workflows for 40 mock patient encounters, improving intake consistency.
- Applied **medical terminology**, **ICD 10**, and CPT concepts while preparing sample billing submissions.
- Built Excel worksheets for sliding fee calculations, payment tracking, and daily total reconciliation.
- Created reminder and missed visit scripts with **translation line** connections for families needing assistance.
- Organized shared drive **forms** and reports, helping classmates locate current documents reliably.
- Presented **confidentiality** controls, patient routing, and escalation steps during faculty review.

Medical Billing and Records Lab Assistant

August 2025 - December 2025

Student Lab

Dayton, OH

Supported supervised medical billing and records practice through sample demographics, coverage information, claims, payment records, forms, appointment logs, and role play. Strengthened accuracy across clerical workflows while protecting simulated confidential information.

- Processed sample demographics, coverage details, and encounter paperwork under supervised laboratory instruction.
- Prepared mock in network claims using **ICD 10** and **CPT** references, correcting rejected examples.
- Maintained Word forms and Excel trackers for appointments, payments, and claim status.
- Reviewed sliding fee applications, calculated patient responsibility, and documented payment activity for review.
- Compiled weekly clinic process counts after checking registration, scheduling, and **billing** source records.
- Practiced caller and visitor role play, routing clinical questions to appropriate nursing staff.

Public Health Emergency Support Simulation

January 2025 - May 2025

Course Project

Dayton, OH

Supported a supervised **public health emergency** exercise using **Incident Command** structure, administrative logs, resource requests, patient registration, supply tracking, communication handoffs, and operational updates during timed clinic scenarios.

- Maintained participant logs, message records, supply requests, and status documentation during emergency exercises.
- Prioritized incoming administrative requests and routed information to designated functional leads during timed scenarios.
- Created Word templates and Excel logs for resources, contacts, and operational updates.
- Simulated high volume registration while maintaining orderly **clinic flow** through schedule changes.
- Documented supply usage and prepared restocking requests supporting continuity of clinic operations.
- Completed an after action review identifying improvements for forms, files, and communication handoffs.

PROJECTS

Nursing Clinic Intake Model 📅 2026

Built a simulated intake model connecting registration, appointment scheduling, consent paperwork, insurance review, confidential records, and patient routing.

Public Health Clinic Reporting Workbook 📅 2025

Created a workbook for payment tracking, sliding fee calculations, claim status, aggregate counts, and daily clinic process reporting.

LEADERSHIP & AWARDS

- Dean's List, 2025, recognized consistent academic performance in medical office administration studies.
- Academic Excellence Recognition in Medical Office Procedures, 2026, honoring strong practical coursework and dependable documentation.
- Peer Study Group Coordinator, Medical Office Administration Program, supporting classmates through shared review sessions.

CERTIFICATIONS

- Microsoft Office Fundamentals 📅 2026
- HIPAA and Patient Confidentiality Training 📅 2026

PROFESSIONAL AFFILIATIONS

- Campus Community Health Event Volunteer, assisting with public health outreach and respectful participant communication.
- Medical Office Administration Peer Study Group, sharing practice resources and helping classmates prepare for procedures coursework.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST