

FIYONA MASCARENHAS

Brampton, ON | (+1)289-946-6498 | fiyonamascarenhas@gmail.com
LinkedIn Profile: [linkedin.com/in/fiyona-mascarenhas](https://www.linkedin.com/in/fiyona-mascarenhas)

Detail-oriented and highly organized recent graduate with a Diploma in Medical Office Administration seeking an entry-level Administrative Assistant position. Adept at managing office tasks, handling customer inquiries, and maintaining a professional work environment. Eager to contribute strong communication and organizational skills to support the efficiency of your team.

-  Customer Service
-  Scheduling and Appointment Management
-  Communication
-  Document Preparation
-  Data Management
-  Office Supplies Management
-  Problem-solving
-  Organizational Skills
-  Bookkeeping - Quickbooks

EDUCATION

Diploma in Medical Office Administration with Health Unit Coordination 05/2024 – 08/2024
Canadian Institute of Management and Technology (CIMT) | Brampton, ON
Courses included: Health Unit Coordination procedures, Transcribing doctor’s orders, Assembling Patient charts, Admission, Transfer and Discharge (ADT) Procedures

Diploma in Medical Office Administration 06/2023 - 02/2024
triOS College Business Technology Healthcare | Toronto, ON
Courses included: Anatomy and Physiology, Pathology and Pharmacology, Medical Transcription, Medical Terminology, Medical Billing and Coding, Microsoft Office – Word, Excel, PowerPoint, Outlook, Access, Business Communication, Medical Office Administrative Procedures, Healthcare Fundamentals, Intermediate Accounting, Appointment Scheduling, Medical Records Management

Master of Computer Applications 09/2009 – 05/2012
Visvesvaraya Technological University | Belgaum, Karnataka, India

WORK EXPERIENCE

CHINGUACOUSY AND SANDALWOOD MEDICAL CENTRE | Brampton, ON 07/2024 – 08/2024
Medical Administrative Assistant Intern

- Streamlined patient registration by efficiently greeting and registering an average of 50 patients daily.
- Managed appointment scheduling, optimizing clinic flow and reducing wait times by 20%.
- Maintained electronic and physical patient records with a 25% increase in retrieval efficiency.
- Addressed patient billing inquiries and processed insurance claims with a 98% accuracy rate.
- Coordinated referrals to specialists, achieving a 95% completion rate for all referrals.

KIARA INFOTECH OPC PRIVATE LIMITED | Riyadh, Kingdom of Saudi Arabia 05/2020 - 08/2022
Software Developer

- Led the development and implementation of data-driven web applications using C#.Net, MS SQL, ASP.NET, HTML, and CSS, resulting in a 20% increase in user satisfaction.
- Orchestrated cross-functional teams to analyze client requirements and design custom software solutions that enhanced capital management and risk efficiency.
- Spearheaded programming initiatives to optimize client operations with tailored software solutions, boosting overall efficiency.
- Innovated and developed new software features using advanced coding techniques, significantly enhancing user experience and functionality.

SUCCESS INTERNATIONAL SCHOOL | Riyadh, Kingdom of Saudi Arabia

08/2015 – 06/2016

Computer Science Teacher – Grades 2 through 7

- Delivered personalized computer skills instruction for different grade levels, enhancing learning outcomes.
- Developed over 20 sets of course materials, contributing to effective teaching and comprehensive coverage of topics.
- Evaluated more than 500 student submissions, maintaining high academic standards and offering detailed feedback for improvement.
- Provided targeted feedback and support, leading to a measurable increase in student performance and engagement.

ST. ALOYSIUS COLLEGE | Mangalore, India

06/2012 – 05/2014

Lecturer, Computer Science – Grade 11 and 12

- Developed and organized course materials, including syllabi, homework assignments, and handouts, resulting in a 20% increase in student engagement.
- Maintained detailed and accurate records, ensuring adherence to academic standards.
- Achieved a 98% accuracy rate in evaluating and grading over 500 students' class work, laboratory assignments, and papers.
- Provided detailed feedback and support, contributing to improved student performance and satisfaction.