

# Victoria Ratliff

## **Medical Assistant-Dermatology**

Arlington Heights, IL 60004

[vic.ratliff@hotmail.com](mailto:vic.ratliff@hotmail.com)

+1 847 370 3396

Certified medical assistant with 5 years of experience with both cosmetic and surgical dermatology.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

---

### **Certified Clinical Medical Assistant (CCMA)**

The Skin Care Center-Glenview, IL

July 2021 to Present

- Perform patient intake upon arrival
- Scheduling
- Phlebotomy
- Performing numbing injections prior to biopsies/surgeries while assisting during the procedure
- Assist with Mohs procedures
- In depth pathology discussions and appropriate follow up care
- Phone triage
- Medical and cosmetic scribing
- Pathology discussion of both benign and malignant results
- Prior authorizations and appeals, specializing in biologics
- Writing and verifying patient referrals and codes
- Correcting office visits to ensure the proper e/m codes

### **Certified Clinical Medical Assistant (CCMA)**

Dy Dermatology Center-Glenview, IL

September 2019 to June 2021

- Assisting with patient interactions prior to the patient seeing the doctor
- Performed numbing injections prior to biopsies/surgeries while assisting during the procedure
- Assisted with different type of cosmetic procedures such as laser, Botox, filler
- Performed solo laser procedures for hair restoration
- Performed medical grade Hydrafacials
- Perform Ultherapy
- Performed chemical peels such as Glytone, SkinCeuticals, and ViPeel
- Scribed medical and cosmetic visits
- Spoke with patients over the phone to discuss any concerns or questions that they may have in regards to treatment regimens or procedures

### **Business Manager**

Nordstrom-Schaumburg, IL

October 2017 to July 2019

Managed retail sales for Cosmetic care

- Recommend products that best suited customer's needs
- Demonstrated skin care products
- Selected proper colors of foundations and other cosmetic items
- Register sales to complete transaction
- Promote sign up for in-store loyalty programs
- Managed merchandising displays
- Stocked in store and back room inventory

### **Retail Operations Manager**

Ulta Beauty-Kildeer, IL

October 2016 to October 2016

Promotion) - October 2017

- Perform sales for skincare products and treatment sales
- Interact with customer on a regular basis to ensure customer satisfaction
- Handle customer service issues and address any complaints
- Set up and plan Brand Planograms
- Trained various assistants
- Receive weekly inventory of products and document records
- Maintained return to vendor and/or distribution center products

### **Beauty Advisor**

Ulta Beauty-Kildeer, IL

February 2014 to October 2016

- Promoted to Retail Operations Manager

- Recommend products that best suited customer's needs
- Selected proper colors of foundations and other cosmetic items
- Register sales to complete transaction
- Promote sign up for in-store loyalty programs
- Assist with setting ads
- Stocked in store and back room inventory

### **Night Receptionist**

Al Piemonte Ford-Arlington Heights, IL

November 2013 to February 2014

Greeted customers as they arrived and ensure that they were handed over to sales associate

- Answered phone
- Record the amounts received from customers and prepared correlating cash reports
- Balance cash drawers at the end of shift
- Process credit card and cash payments and tender charges
- Maintain files
- General office duties as assigned

## Education

---

### **None in AAMA**

International skin beauty academy - Schaumburg, IL

March 2019 to July 2019

## Skills

---

- Botox Experience
- Experience Administering Injections
- Product Demos
- Patient Care
- Phlebotomy
- EMR Systems
- Triage
- Venipuncture
- HIPAA
- Medical Scheduling
- Medical Records
- Computer Skills
- Retail Sales
- Medical Billing
- Vital Signs
- Medical Coding
- Medical Office Experience
- Anatomy Knowledge
- Medical Terminology
- Microsoft Word
- Phone Etiquette

## Certifications and Licenses

---

### **Certified Clinical Medical Assistant (CCMA)**

March 2019 to August 2023

### **CPR Certification**

### **Certified Medical Assistant**

### **CCMA Certification**

## Assessments

---

### **Home health aide skills — Proficient**

March 2023

Providing care to patients in a home setting

Full results: [Proficient](#)

### **Attention to detail — Proficient**

July 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Medical terminology — Proficient**

July 2021

Understanding and using medical terminology

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

March 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Patient-focused care — Proficient**

March 2023

Responding to patient concerns with sensitivity

Full results: [Proficient](#)

### **Basic computer skills — Proficient**

March 2023

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

### **Workplace safety — Proficient**

March 2023

Using safe practices at work

Full results: [Proficient](#)

### **Typing — Proficient**

March 2023

Transcribing text

Full results: [Proficient](#)

### **Medical receptionist skills — Proficient**

March 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

## **Nursing assistant skills — Proficient**

March 2023

Providing nursing aid to patients using knowledge of relevant equipment and procedures

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## **Additional Information**

---

Highlights of Qualifications:

- Customer Service Oriented
- Experience in managing retail sales
- Knowledge of beauty and fashion products
- Exceptional ability to perform physical work and stand for long hours
- Experienced in merchandising displays
- Experienced in demonstrating products
- Cash handling accuracy
- Excellent multi-tasker
- Dependable and punctual