

## Contact

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## Top Skills

Quality Assurance  
Pharmaceutics  
Medical Assisting

## Certifications

Technical Support Fundamentals  
Basic Life Support (BLS)  
Certified Clinical Medical Assistant (CCMA)

# Patrick James Ponce

Certified Medical Assistant  
Decatur, Georgia, United States

## Summary

Seeking an opportunity to contribute to a forward-thinking team while continuously expanding skill set and achieving organizational success.

## Experience

Children's Healthcare of Atlanta  
Certified Medical Assistant  
January 2025 - Present (4 months)  
Atlanta, Georgia, United States

Demonstrates competency during intake process, inclusive of accurate vital signs.

May be asked to demonstrate competency in, but not limited to, phlebotomy skills, simple medication or vaccine administration, spirometry testing, and performing radiographs under the direction of a physician.

Utilizes proficient organization and communication skills in prioritizing, delivering, and documenting patient care.

Performs multiple, concurrent tasks in frequently stressful and fast-paced environments while maintaining strong internal and external customer service standards.

Serves as liaison between patients/families and department staff by greeting patients/families, informing families of delays, relaying messages, and offering assistance/other services families may require.

Performs administrative duties to promote efficient operations, including participating in office opening/closing procedures, answering phones, maintaining waiting room/patient diversion materials, restocking complimentary beverages, and updating wait-time boards.

Mikart, LLC  
Quality Assurance Associate  
May 2024 - January 2025 (9 months)  
Atlanta, Georgia, United States

Ensure compliance with Good Manufacturing Practices (GMP) throughout the production process,

including pharmacy, blending, granulation, and compression stages.  
Collaborate with the production team to identify and address any deviations or non-conformances in the manufacturing process.  
Verify that all equipment used in the manufacturing process is properly calibrated and maintained according to GMP standards.  
Conduct in-process quality checks during the blending, granulation, and compression stages to ensure product quality meets specifications.

## STONE MOUNTAIN IMMEDIATE MEDICAL CARE, INC.

### Medical Assistant

June 2024 - October 2024 (5 months)

Stone Mountain, Georgia, United States

Prepare patients for examinations and record vital signs  
Handle patient records, insurance verification, and prior authorizations.  
Respond to patient inquiries via phone or in-person.  
Perform phlebotomy, administer injections, and process lab specimens.  
Conduct basic diagnostic tests (ECG, CBC, UA)

## Comcast

### Customer Experience Representative

May 2023 - September 2023 (5 months)

United States

## OpenText

### Production Support Specialist

January 2022 - January 2023 (1 year 1 month)

Makati, National Capital Region, Philippines

## Filinvest Land Inc.

### Service Desk Associate

October 2019 - January 2022 (2 years 4 months)

National Capital Region, Philippines

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### Customer Service Representative

April 2016 - June 2018 (2 years 3 months)

## Education

### UEI College

Medical/Clinical Assistant · (October 2023 - July 2024)

### Lyceum of Alabang

Bachelor's degree, Computer Engineering · (2009 - 2019)