

Safiatou Kaba

1 718-450-4213 | Sofiakaba198@gmail.com | Bronx, NY 10457

SUMMARY

Motivated professional with healthcare administration and management expertise, offering extensive Scheduling Coordinator and Medical Secretary experience in leading hospital systems. Skilled in EMR systems, staff training, onboarding, and workflow optimization. Thrives in high-pressure environments while maintaining a focus on quality, accuracy, and patient-centered service. Adept at improving processes, mentoring staff, and delivering consistent results.

SKILLS

Healthcare & Technical Skills

- Electronic Medical Records (EMR) Systems: Epic, Cerner, IDX
- Medical Billing & Insurance Verification
- Patient Scheduling & Referral Coordination
- Data Analysis & Reporting
- Sterile Processing Knowledge

Management & Interpersonal Skills

- Office & Inventory Management
- Staff Training & Onboarding Development
- Workflow & Process Improvement
- Customer Support & Patient Engagement
- Team Leadership & Mentorship

EXPERIENCE

Medical Secretary II, NYU Langone January 2025 – Current

- Receive and route messages or documents, such as laboratory results, to appropriate staff.
- Compile and record medical charts, reports, or correspondence, using a computer.
- Provide information for patient admission and discharge; manage inventory and restock clerical space.
- Schedule and confirm patient diagnostic appointments, surgeries, or medical consultations.
- Greet visitors, ascertain purpose of visit, and direct them to appropriate staff.
- Utilized EMR systems (Epic, IDX) to manage patient data and improve workflow efficiency.
- Developed technical skills in database management, electronic scheduling, and secure records handling.

Care Coordinator, Memorial Sloan Kettering Hospital August 2024 – February 2025

- Ensured staff delivered high-quality, personalized care to patients.
- Managed budgets and supported financial effectiveness of care settings.
- Recruited, trained, and supervised staff; communicated patient needs to medical teams.
- Maintained compliance with health and safety regulations.
- Built and sustained positive relationships with community organizations and stakeholders.
- Prepared reports on patient progress and coordinated resources to support care delivery.

Scheduling Coordinator, Mount Sinai Health System June 2022 – September 2024

- Scheduled patient FPA appointments and updated practice management system.
- Collected patient demographics and insurance information and entered into the practice management system.
- Verified patient insurance coverage prior to appointment and advised patients of referrals or authorizations.
- Scheduled tests and consultations; initiated appointment reminder calls.
- Trained and mentored new Scheduling Coordinators and administrative staff.
- Acted as liaison between Scheduling staff and Administrative Assistants to resolve patient concerns.
- Designed and implemented onboarding materials and training sessions for new hires, improving productivity.
- Streamlined scheduling workflows and standardized documentation.

Supervisor, Juice Press – Commissary June 2018 – February 2020

- Developed and maintained strong customer relationships to build loyalty and satisfaction.
- Provided real-time support to staff, ensuring rapid solutions to service issues.
- Conducted training sessions and mentored employees to improve performance and service delivery.
- Monitored compliance with safety standards, protecting staff and maintaining operations.
- Enhanced onboarding process by standardizing training checklists and monitoring progress.
- Optimized inventory and workflow, reducing delays and improving readiness.

Restaurant Team Member, Shake Shack April 2017 – August 2018

- Maintained organized, clean, and safe workstations to promote efficiency.
- Contributed to team success by working flexibly across multiple stations.
- Delivered high-quality customer service and developed product knowledge skills.
- Processed payments and managed cash register transactions accurately.
- Supported inventory counts and restocking to maintain smooth operations.

Sales Associate Specialist, Macy's September 2015 – March 2017

- Provided customer support with product inquiries, selections, and purchases.
- Balanced and organized cash register operations, handling cash and coupons.
- Monitored sales floor and merchandise displays, restocking and reorganizing as needed.
- Volunteered for additional shifts during peak seasons to support store needs.

Patient Coordinator, Marble Hill Senior Center July 2012 – February 2014

- Maintained confidentiality of patient data to safeguard health information.
- Coordinated transportation for patients to and from medical appointments.
- Assisted patients with check-in procedures and provided excellent customer service.
- Explained procedures and services to patients with clarity and courtesy.

EDUCATION AND TRAINING

Sterile Processing Technology (Non-Degree Certification), City College of New York November 2023 – Current

High School Diploma, Belmont Preparatory High School, Bronx, NY September 2012 – June 2016