

# Theresa Mickelson

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## Profile

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Enthusiastic, highly motivated Phlebotomy Technician graduate with excellent analytical skills and attention to detail. Possess a strong knowledge of medical terminology with proven ability to collaborate effectively with other healthcare team members. Recognized for consistently performing work accurately and in a timely way. Credited with excellent organizational and communication skills.

## Education & Certifications

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MID-STATE TECHNICAL COLLEGE, Wisconsin Rapids, WI 2011

### Technical Diploma – Phlebotomy Technician

- GPA: 3.90, Dean's List each semester.
- Selected coursework: Applied Microsoft Office for Health, Medical Terminology, Basic Clinical Laboratory Techniques, Written Communication, Human Body in Health & Disease, Principles of Phlebotomy, and Medical Law, Ethics and Professionalism.

WINNEBAGO TECHNICAL COLLEGE, Neenah, WI 2006

### Technical Diploma – Health Science/Medical Coding Specialist

**Certification:** Hold AAPC certification in medical coding.

## Work Experience

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VALLEY HEALTH ASSOCIATES, Appleton, WI 2006–2009

### CPT Coding Specialist

Performed review of patient records and assigned appropriate outpatient codes within the organization's software system.

- Collaborated with team members in resolving coding challenges.
- Increased skills by adding proficiencies in areas that included wound management, family practice and emergency medicine coding.

FOX VALLEY EYE CARE, Appleton, WI 2003–2005

### Receptionist & Human Resources Assistant

Performed a variety of tasks ranging from patient support and scheduling to managing employee files and confidential information.

- Credited with maintaining a positive, professional attitude in assisting patients, staff and visitors.
- Prepared correspondence and reports.
- Collected payments and answered patient insurance questions.
- Collaborated with other staff in creating and implementing procedures to improve care delivery.

CHOICE DENTAL CARE, Neenah, WI 2000–2003

### Office Support

Assisted with tasks that included patient scheduling, answering phones and coordinating with vendors. Served as an instrumental team member in the implementation of a new online office management system.

## Computer Skills

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Proficient in MS Word, Excel, PowerPoint, Access and Outlook.