

RISHIKA VERMA

Waterloo, ON | (437) 438-1153 | vrishu396@gmail.com

Open to Relocation | Eligible to Work in Canada

PROFESSIONAL SUMMARY

Experienced and detail-oriented **Administrative Assistant** with over **8 years of experience** supporting healthcare leadership, interdisciplinary teams, and clinical operations in hospital and long-term care settings. Skilled in calendar management, patient records handling, minute-taking, budget tracking, and frontline coordination. Demonstrated knowledge of PHIPA compliance, hospital documentation procedures, and EMR systems. Strong communication and multitasking abilities in fast-paced, confidential environments. Committed to patient care excellence and team collaboration.

CORE SKILLS

- Executive-Level Administrative Support
- Calendar Management & Meeting Coordination
- EMR/Hospital Information Systems
- PHIPA & Confidentiality Compliance
- Minute Taking & Document Drafting
- MS Office (Word, Excel, Outlook, PowerPoint)
- Records Management & Reporting
- Budget Support & Invoice Tracking
- Interdepartmental Liaison
- Front Desk Operations & Triage

PROFESSIONAL EXPERIENCE

Clerical Secretary

Grand River Hospital – Kitchener, ON

06/2024 – Present

- Provide administrative support to department heads and clinical teams across inpatient and outpatient units.
- Manage schedules, coordinate meetings, prepare agendas, and record minutes with follow-up action tracking.
- Maintain PHIPA-compliant records and facilitate the flow of confidential documentation.
- Liaise with internal and external stakeholders including vendors, patients, and senior management.
- Utilize hospital information systems to generate reports, monitor data, and organize departmental updates.
- Recognized for streamlining internal communications and improving response times across units.

Office Administrator

Scheldale Village (Long-Term Care) – Cambridge, ON

10/2022 – 05/2024

- Oversaw daily front office operations including resident admission documentation, appointment scheduling, and coordination with healthcare teams.
- Maintained up-to-date resident records, handled internal correspondence, and organized compliance binders.
- Supported onboarding, payroll tracking, and HR documentation for staff across departments.
- Managed inventory logs and vendor communication related to supplies, food services, and medical equipment.
- Praised for professionalism, record accuracy, and compassionate support to families and residents.

Administrative Assistant

S.P.S. Hospital – India

01/2015 – 12/2020

- Supported senior physicians, nurses, and administrative managers across surgery and general wards.
- Handled patient registration, file updates, test result coordination, and appointment scheduling.
- Managed inventory records, requisition forms, and insurance claims documentation.
- Drafted and formatted medical reports, discharge summaries, and referral letters using MS Word and Excel.
- Ensured compliance with health record policies and internal data retention protocols.
- Implemented digital filing systems, reducing manual errors and improving retrieval speed by **45%**.
- Trained and supervised two junior clerical assistants in data entry and front desk procedures.

EDUCATION

Postgraduate Certificate – Financial Technology

Conestoga College – Waterloo, ON | 2023

Master of Business Administration (MBA), Finance

Lovely Professional University – India | 2020

Bachelor of Commerce (B.Com)

Khalsa College – India | 2018

CERTIFICATIONS

- **Information Technology Project Management (ITPM)** – Conestoga College

KEY ACHIEVEMENTS

- Maintained **100% confidentiality compliance** at Grand River Hospital during audits.
- Improved internal document turnaround by **30%** through template automation at S.P.S. Hospital.
- Reduced vendor coordination delays at Scheldale Village by introducing a shared communication tracker.
- Supported over **300+ patient records updates per month** while maintaining accuracy.
- Received formal recognition for excellence in administrative service and teamwork.

Reference

Available upon request