

Robert Smith

Appointment Scheduler

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SUMMARY

3+ years of experience as an Appointment Scheduler. Consistent and resourceful team player who excels at building trusting relationships with customers and colleagues. Responsible, energetic, hard worker that promotes a positive attitude by listening and actively helping others. Motivated, enthusiastic and looking forward to meeting new challenges.

SKILLS

Safety Training CPR, First Aid Certified, Microsoft Office Proficient, Great Communication, Prioritizing, Problem-solving Abilities, Account Payable, And Computer Dexterous In MS Office (Word, Excel, PowerPoint) Agile.

WORK EXPERIENCE

Appointment Scheduler

Tower Radiology - May 2017 - Present

- Providing excellent customer service through all interactions as scheduling contact for clinic appointments.
- Respond effectively and promptly to all patient, provider and team member requests.
- Providing accurate and courteous information regarding our clinic and physicians to all callers.
- Obtaining accurate demographic and insurance information necessary to schedule appointments.
- Maintaining/updating patient information and working knowledge of insurance protocols.
- Obtaining and entering new patient information as necessary for the computer system to maintain accuracy for billing.
- Maintaining the professional demeanor at all times while coming in contact with potential members.

Manager In Training

Angelos Deli Cafe - August 2015 - May 2017

- Manage all daily operations of the cafe, including opening and closing restaurant.
- Coordinate and supervise operations in-house as well as deliveries and catering services.
- Responsible for all restaurant inventories maintaining documented detailed status in all areas including on-hand quantities, costs, quality levels.
- Direct recruitment, coaching mentoring of cafe staff, on a regular basis, in their respective responsibilities.
- Attend and resolve customer concerns and prompt attention to customer needs.
- Accountable for daily financial reconciliation and reporting results to the owner.
- Also assisted medical records in processing medical records to other.

EDUCATION

High School Diploma - 2009(Braulio Alonzo High School)