

ROBERT SMITH

Back Office Manager III

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Back Office Manager with expertise in patient care, patient education, office management, staff development, human resources, accounts payable, accounts receivable, insurance processing and customer service. Caring, compassionate with strong organizational, analytical, problem solving, communication and relationship management skills.

EXPERIENCE

Back Office Manager III

ENT SPECIALISTS OF NORTH FLORIDA - JUNE 2010 - 2020

- Managed staff education, certification, and licensing.
- Managed operations from the front desk to the operating room.
- Supervised, trained, and mentored staff.
- Coordinated with insurance companies.
- Implemented online insurance verification.
- Supervised warehouse and direct store deliveries, maintain good relations with the vendors and merchandisers.
- Worked with health care providers to set up and manage all contractors human resources needs.

Back Office Manager

Delta Corporation - 2007 - 2010

- Managed the practices bookkeeping utilizing Quickbooks Enterprises Software, maintained the inventory.
- Researched marketing options for the practice to develop a defined budget for marketing.
- Also provided backup assistance to the Front Office and the Medical Assistant.
- Responsible for customer assistance in the center, answering phones Responsible for tracking and posting daily sales figures Responsible for tracking.
- Responsible for performing high-quality diagnostic exams including Echocardiograms, Carotid, Lower Extremity Venous Duplex, Lower.
- Responsible for Vacation/Sick Day Logs, Employee Schedules Responsible for notification of Lab Reports, Holter Reports, and Pacemaker Reports.
- Help the Accounting Department with the coding of exams/studies.

EDUCATION

- AS in Nursing - (College of Central Florida)



SKILLS

Bilingual Spanish/English, Office Executive.