JAMES CLARK

Back Office Support

✉ support@qwikresume.com ☎ (123) 456 7899 ⚲ Los Angeles

🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Results-driven Back Office Support professional with 7 years of experience in optimizing office operations and enhancing data management. Adept at maintaining accurate records, coordinating workflows, and improving communication between teams. Passionate about driving efficiency and delivering exceptional service to support organizational objectives.

WORK EXPERIENCE

Back Office Support
Maple Leaf Consulting

📅 Jun / 2021-Ongoing
📍 Toronto, ON

1. Managed incoming calls and created both digital and paper patient files, ensuring data accuracy and confidentiality.
2. Ordered and stocked office supplies, maintaining inventory levels to support daily operations.
3. Maintained organized patient records and files, enhancing retrieval efficiency.
4. Administered medication and assisted in patient care procedures while adhering to safety protocols.
5. Coordinated referrals and scheduled diagnostic tests, improving patient care timelines.
6. Performed routine injections and wound care, supporting clinical staff effectively.
7. Collaborated with healthcare providers to streamline communication and improve patient experience.

Back Office Support
Silver Lake Enterprises

📅 Jun / 2018-Jun / 2021
📍 Seattle, WA

1. Handled inbound customer inquiries regarding billing and service issues, providing timely resolutions.
2. Processed data entries and managed customer relationships, ensuring accuracy in claims payment processing.
3. Provided technical support for basic troubleshooting of mobile devices, enhancing customer satisfaction.
4. Transitioned from receptionist to Back Office Support, demonstrating adaptability and growth.
5. Analyzed client investment portfolios and prepared recommendations for management review.

EDUCATION

Associate of Science in Business Administration
Springfield Community College

📅 Jun / 2015-Jun / 2018
📍 Denver, CO

Focused on business operations and management principles to support back office functions.

SKILLS

Client Relationship Management	Record Keeping	Document Preparation	Email Communication
8	8	9	9

ACHIEVEMENTS

⭐ Streamlined patient intake processes, reducing wait times by 20%.

⭐ Implemented a new filing system that improved document retrieval efficiency by 30%.