ROBERT SMITH

Receptionist/Clerical Support Staff

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Hard-working, multi-tasking Receptionist/Clerical Support Staff with outstanding telephone, scheduling and documentation skills. Skills: Efficient Time Management, Excellent Interpersonal Skills, Excellent at Multitasking, Microsoft Office, Microsoft Windows, Excel Spreadsheet, Word Perfect, Filing/Editing, Office Procedures, Telephone Skills, PowerPoint, Type 85 WPM, Excellent Communication Skills. Seeking a clerical position where exceptional skills can be used to increase profitability and growth.

CORE COMPETENCIES

Word And Excel, Filing, Mailing Clients Letters, Answering Phones, Appointment Scheduling, Faxing, Sending Emails And Appointment Reminders, Copy Machine

PROFESSIONAL EXPERIENCE

Receptionist/Clerical Support Staff

ABC Corporation - May 2011 – February 2013

Key Deliverables:

- Welcomed and greeted all patient visitors, in person or over the phones, responsible for keeping reception area clean and organized making the patient charts and taking them out again.
- Organized and managed documentation associated with billing, business transactions, bids, product registration, customer invoices both paid and unpaid, vendor quotes and inventory ordered.
- Entered statement charges in Quickbooks and contacted the customer for payment.
- Answered questions per phone on how to request records for themselves or other skills used word / excel proficient data entry/alpha and numeric customer service attention to detail.
- Processed request for patient information on hospital visits per HIPAA protocol.
- Answered calls from physicians office and scheduled their patients for upcoming surgery.
- Picked up charts from the floors as the patients were discharged from the hospital.

Receptionist/Clerical Support Staff

ABC Corporation - July 2007 – May 2011

Key Deliverables:

- Advised the patients and their families of co-pays, deductibles, and coinsurances at time of service.
- Communicated with patients in a confidential professional manner using tact and diplomacy.

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- Utilized the necessary systems to proactively complete the registration and verification functions.
- Completed updates on patient demographics, financial, and compliance information in the Medipac system.
- Assisted in training of new and additional personnel and provides for extra coverage as needed.
- Received constructive feedback from the patient access supervisor and incorporated it into daily operations.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

EDUCATION

General Education - September 1973(Miller Place High School - Miller Place, NY)-(Continual Education In My Field Yearly Until I Started Caregiving.)Criminal Justice - (Indiana University Of South Bend South Bend - South Bend, IN)

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