



AVA DAVIS

Clinic Receptionist

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PROFESSIONAL SUMMARY

With 7 years of dedicated experience as a Clinic Receptionist, I have cultivated a strong expertise in managing front desk operations and providing exceptional patient care. I excel in scheduling appointments, addressing patient inquiries, and ensuring meticulous maintenance of medical records, all aimed at optimizing clinic efficiency.

WORK EXPERIENCE

Clinic Receptionist Jan / 2020–Ongoing
Seaside Innovations Santa Monica, CA

- 1. Trained new employees by developing a comprehensive training guide, significantly improving the onboarding process.
- 2. Delivered exceptional customer service to patients, ensuring a positive experience throughout their visit.
- 3. Managed daily mail sorting and patient check-ins for both scheduled and walk-in appointments.
- 4. Assessed patient needs and collaborated with clinic and hospital staff to ensure optimal care delivery.
- 5. Handled phone inquiries and resolved patient concerns effectively and professionally.
- 6. Facilitated communication among patients, doctors, and support staff to meet patient needs promptly.
- 7. Scheduled appointments and maintained patient charts, ensuring accuracy and consistency between physical and digital records.

Clinic Receptionist Jan / 2018–Jan / 2020
Silver Lake Enterprises Seattle, WA

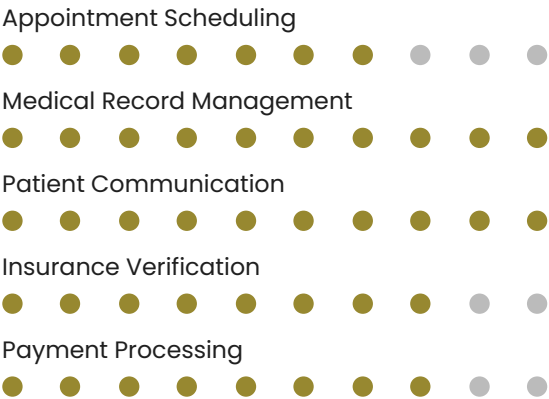
- 1. Checked in patients, managed appointment scheduling, and processed co-payments efficiently.
- 2. Built strong rapport with patients, leading to a high rate of return visits and positive feedback.
- 3. Ensured patient trust and satisfaction by providing attentive and personalized service at the reception desk.
- 4. Registered patients for up to five providers, verifying insurance and confirming patient details accurately.
- 5. Maintained compliance with HIPAA regulations while managing sensitive patient information.

EDUCATION

Associate of Applied Science in Medical Office Administration Jan / 2016 – Jan / 2018
Community College of Philadelphia Toronto, ON

Completed coursework in medical billing, coding, and office management, gaining essential skills for clinic operations.

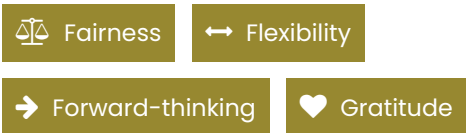
SKILLS



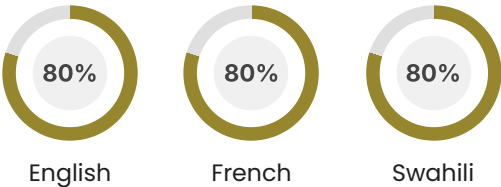
INTERESTS

- Gaming
- Fashion
- Film
- Technology

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Consistently improved patient check-in times by 20% through efficient scheduling and streamlined processes.
- Successfully trained and onboarded 5 new reception staff, enhancing team performance and service delivery.