Robert Smith

Clinical Service Representative

CONTACT DETAILS

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PERSONAL STATEMENT

A highly motivated professional with extensive background in customer service, behavioral health, education, and medical field. Gained a reputation for accurately completing multiple tasks on time. Known for the ability to work independently and as a team member striving to achieve ultimate customer satisfaction and achieving common goals.

WORK EXPERIENCE

Clinical Service Representative

ABC Corporation - 2015 – 2015

Responsibilities:

- Answered phones on multi-line system.
- Scheduled and rescheduled appointments for clinical visit.
- Greeted and updated patient demographic and billing information into system.
- Made reminder calls to patient for upcoming clinical visit.
- Resolved any arising issues or problems.
- Collected cash, checks, and credit cards for co-pays.
- Responsible for balancing petty cash at end of day.

Clinical Service Representative

Delta Corporation - 2012 – 2014

Responsibilities:

- Accountable for patient registration and patient preparation for radiologic studies.
- Maintained and answered multi-line phone system.
- Scheduled and rescheduled appointments for radiologic studies.
- Greeted patient and updated demographic and billing information into system.
- Made reminder calls to patient for upcoming radiologic appointment.
- Resolved any arising issues or problems.
- Collected cash, checks, and credit cards for co-pays.

Education

Bachelor Of Arts In Psychology

SKILLS

Microsoft Office Suite, Representative.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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