



AVA DAVIS

Clinical Service Representative

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PROFESSIONAL SUMMARY

Accomplished Clinical Service Representative with five years of experience in healthcare, focused on delivering exceptional patient care and support. Proficient in managing patient inquiries, scheduling appointments, and ensuring accurate record-keeping. Committed to enhancing patient satisfaction and operational efficiency through effective communication and problem-solving.

WORK EXPERIENCE

Clinical Service Representative 📅 Apr / 2021-Ongoing
Maple Leaf Consulting 📍 Toronto, ON

- 1. Managed multi-line phone system to address patient inquiries and concerns.
- 2. Coordinated and confirmed patient appointments for clinical visits.
- 3. Welcomed patients and accurately updated demographic and insurance information.
- 4. Conducted reminder calls to patients for upcoming appointments, reducing no-show rates.
- 5. Resolved patient issues promptly, ensuring a positive experience.
- 6. Processed payments, including cash, checks, and credit cards for co-pays.
- 7. Maintained accurate petty cash records and balanced at the end of each day.

Clinical Service Representative 📅 Apr / 2020-Apr / 2021
Crescent Moon Design 📍 Portland, OR

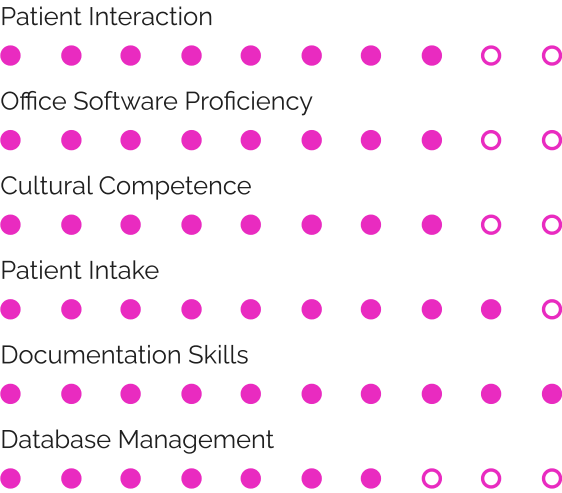
- 1. Collaborated with healthcare team to ensure seamless patient care and communication.
- 2. Utilized electronic health record systems to manage patient data accurately.
- 3. Assisted in the development of patient education materials to enhance understanding of services.
- 4. Participated in quality assurance activities to improve service delivery.
- 5. Engaged with patients to collect feedback for continuous service improvement.
- 6. Coordinated with insurance companies for verification and eligibility checks.

EDUCATION

Associate of Applied Science in Health Science 📅 Apr / 2019 - Apr / 2020
Springfield Community College 📍 Phoenix, AZ

Focused on patient care, communication, and administrative skills in healthcare settings.

SKILLS



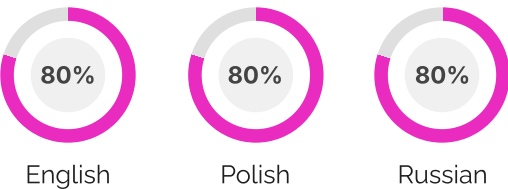
INTERESTS

- ✍ Writing
- 📖 Reading
- 🍳 Cooking
- 🚴 Cycling

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- ★ Achieved a 15% increase in patient satisfaction scores through improved service delivery.
- ★ Streamlined appointment scheduling process, reducing wait times by 20%.
- ★ Successfully implemented a new patient follow-up system, enhancing engagement rates by 30%.