



JACKSON TURNER

Clinical Support Specialist

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PROFESSIONAL SUMMARY

With a decade of experience in clinical support, I excel in optimizing patient care through effective communication and process improvement. My expertise includes managing clinical documentation, training healthcare teams, and ensuring compliance with healthcare regulations. I am passionate about enhancing patient outcomes and fostering a collaborative environment.

WORK EXPERIENCE

Clinical Support Specialist

📅 Mar / 2019-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Engaged with patients via telephone to provide critical support regarding health information and concerns.
2. Maintained comprehensive records of patient interactions, ensuring accurate documentation and follow-up.
3. Gathered and recorded essential information to facilitate referrals to healthcare professionals.
4. Distributed educational materials to patients to enhance understanding of clinical processes.
5. Investigated and addressed patient concerns, ensuring timely resolution and satisfaction.
6. Executed tasks with precision and minimal supervision, consistently meeting deadlines.
7. Motivated self to achieve performance targets, contributing to team success.
8. Adhered to patient confidentiality policies, safeguarding sensitive information.

Clinical Support Specialist

📅 Mar / 2015-Mar / 2019

Silver Lake Enterprises

📍 Seattle, WA

1. Enhanced tracking systems for chronic disease management, significantly improving patient follow-up.
2. Reviewed and processed consent forms to ensure compliance with regulatory standards.
3. Managed appointment scheduling and resolved patient inquiries to maintain clinic efficiency.
4. Oversaw medical records for multiple providers, ensuring accuracy and timely access to information.
5. Supported clinical workflow by collaborating with patients, staff, and providers.
6. Coordinated timely chart scanning into the electronic health record system.

EDUCATION

Bachelor of Science in Health Sciences

📅 Mar / 2012 - Mar / 2015

University of Health

📍 Seattle, WA

Focused on health systems and patient care management.

SKILLS

Bilingual Communication



Data Entry



Patient-centered Customer Service



Data Analysis



Patient Intake



Health Education



INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

⚖️ Fairness

↔️ Flexibility

➡️ Forward-thinking

❤️ Gratitude

LANGUAGES



English



Japanese



Swahili

ACHIEVEMENTS

- ★ Implemented a new patient tracking system that improved follow-up rates by 30%.
- ★ Trained over 50 staff members on clinical documentation best practices, enhancing compliance.
- ★ Streamlined patient intake processes, reducing wait times by 25%.