

EVELYN WHITE

Front Desk Scheduler

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PROFESSIONAL SUMMARY

Results-oriented Front Desk Scheduler with 2 years of experience in efficiently managing patient appointments and enhancing overall service quality. Expertise in coordinating schedules, confirming insurance eligibility, and ensuring a seamless check-in process. Passionate about creating a supportive atmosphere while adhering to confidentiality protocols and operational standards.

WORK EXPERIENCE

Front Desk Scheduler
Maple Leaf Consulting
Apr / 2024-Ongoing
Toronto, ON

- 1. Managed office supply inventory, ensuring efficient procurement within budget constraints.
- 2. Handled incoming and outgoing calls, accurately recording messages for staff and patients.
- 3. Organized and distributed incoming mail to relevant departments.
- 4. Maintained a professional and welcoming reception area for visitors and patients.
- 5. Executed data entry accurately into electronic health record systems.
- 6. Facilitated effective communication between departments and patients, enhancing service delivery.
- 7. Scheduled follow-up appointments and coordinated with medical facilities for patient records.

Front Desk Scheduler
Silver Lake Enterprises
Apr / 2023-Apr / 2024
Seattle, WA

- 1. Scheduled MRI appointments across multiple facilities, ensuring optimal patient flow.
- 2. Checked in patients, verifying insurance and collecting co-pays accurately.
- 3. Utilized automated scheduling systems to manage patient appointments effectively.
- 4. Provided clear instructions to patients regarding preparation for various procedures.
- 5. Performed patient intakes and confirmed diagnostic appointment schedules.

EDUCATION

Associate of Applied Science in Medical
Office Administration
City College
Apr / 2022 - Apr / 2023
Santa Monica, CA

Focused on administrative skills in a medical setting, including patient scheduling and insurance processes.

SKILLS



INTERESTS

- Home Brewing
- Wildlife Conservation
- Running
- Public Speaking

STRENGTHS

- Willingness
- Wisdom
- Zeal
- Ingenuity

LANGUAGES



ACHIEVEMENTS

- Streamlined appointment scheduling, improving patient wait times by 20%.
- Maintained a 95% patient satisfaction rating through exceptional service delivery.