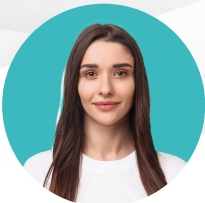


# CHARLOTTE HARRIS

## Guest Relations Specialist

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles  
🌐 www.qwikresume.com



### PROFESSIONAL SUMMARY

Enthusiastic Guest Relations Specialist with two years of experience in a bustling healthcare environment, dedicated to enhancing patient experiences through effective communication and personalized service. Skilled in managing inquiries, coordinating schedules, and ensuring seamless operations. Passionate about fostering a welcoming atmosphere and committed to delivering exceptional service to every guest.

### WORK EXPERIENCE

#### Guest Relations Specialist

Pineapple Enterprises

📅 Apr / 2024-Ongoing  
📍 Santa Monica, CA

- 1. Facilitates patient appointments and ensures accurate scheduling for follow-up visits.
- 2. Addresses patient inquiries and collaborates with physicians to resolve concerns.
- 3. Educates patients on treatment procedures and clinic operations.
- 4. Records patient vital signs and assists with clinic flow for optimal patient experience.
- 5. Provides comprehensive administrative support, enhancing operational efficiency.
- 6. Confirms patient information, processes copays, and verifies insurance coverage.
- 7. Collaborated with multiple medical specialties, ensuring cohesive patient care.

#### Front Desk Specialist

Summit Peak Industries

📅 Apr / 2023-Apr / 2024  
📍 Denver, CO

- 1. Managed incoming calls, efficiently checking patients into the system and verifying information.
- 2. Coordinated referrals to external specialists, ensuring timely patient care.
- 3. Scheduled diagnostic imaging procedures, streamlining patient experience.
- 4. Pre-certified exams with insurance providers, facilitating a smooth process for patients.
- 5. Handled payment processing, ensuring accurate collection of copays.
- 6. Maintained digital patient files by scanning and organizing documents efficiently.

### EDUCATION

#### Associates in Health Administration

Springfield Community College

📅 Apr / 2022-Apr / 2023  
📍 Portland, OR

Focused on healthcare management principles and patient relations.

### SKILLS



### ACHIEVEMENTS

- 🌟 Improved patient satisfaction scores by 20% through personalized service.
- 🌟 Successfully managed appointment scheduling for over 100 patients weekly.
- 🌟 Streamlined administrative processes, reducing check-in times by 15%.