



MASON WILSON

Medical Customer Service Representative I

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

💡 SKILLS

Follow-up procedures



Product knowledge



Team Collaboration



Scheduling Appointments



Data Entry



🎯 INTERESTS

🔧 DIY Projects ✂ Crafting

🌀 Meditation 🏛 History

👊 STRENGTHS

🌿 Humility 💡 Innovation

👁 Insightfulness ✅ Integrity

🗣 LANGUAGES



English



Polish



Swahili

🏆 ACHIEVEMENTS

🌟 Improved patient appointment scheduling efficiency by 25% through effective communication.

🌟 Achieved a 98% patient satisfaction rating by resolving inquiries promptly.

👤 PROFESSIONAL SUMMARY

Results-driven Medical Customer Service Representative skilled in resolving patient inquiries and issues efficiently. Recognized for improving service response times and fostering positive patient relationships in a fast-paced environment.

💼 WORK EXPERIENCE

Medical Customer Service Representative I

📅 May / 2022-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Took inbound calls from patients for various reasons, examples being: scheduling appointments, processing payments, verifying insurances, credit checks, signing patients up for our program, as well as answer any questions or handle any concerns they might have.
2. Sent email reminders, and did follow up phone calls regarding appointments and or conflicts they may have.
3. Worked very close with management to the point of raises and various special projects.
4. Helped train new employees when they began working.
5. Ranked among one of the better CSR'S statistically.
6. Taken complete and accurate messages.
7. Scheduled mutually acceptable appointment times utilizing an electronic practice management system.

Medical Customer Service Representative

📅 May / 2020-May / 2022

Lakeside Apparel Co

📍 Chicago, IL

1. Assisted pharmacist and RN with prescription authorizations.
2. Provided effective and timely resolution of a range of customer inquiries.
3. Promptly answers incoming calls from patients and insurance providers regarding account services and balances using various systems for multiple .
4. Obtain and update accounts with correct demographics, payments and insurance information.
5. Retrieve and follow-up on faxes, voicemails and returned mail received on a daily basis.
6. Provides excellent customer service with attention to detail, empathy and dedication.

🎓 EDUCATION

Associate of Applied Science in Health Management

📅 May / 2018 May / 2020

City College

📍 Phoenix, AZ

Focused on healthcare administration and patient management.