

Robert Smith

Medical Dispatcher

PERSONAL STATEMENT

Seeking a Medical Dispatcher profession with an outstanding career opportunity that will offer a rewarding work environment along with a winning team work.

WORK EXPERIENCE

Medical Dispatcher

ABC Corporation - February 2007 - January 2009

Responsibilities:

- Dispatched calls to on-call doctors upon request, took detailed messages and dispatched them to the appropriate offices, kept detailed reports for oncoming shift supervisor in order to keep her abreast of all previous occurrences during the overnight shift, trained new higher on office policies, call documentation, break schedules, record keeping, special office instructions as this varied with diverse office types and request.
- Went on to complete some course work in Criminal and Juvenile Justice in addition to general requisites.
- Worked well in a team setting and independently.
- Worked alone without supervision, knowledge of customer service allows me to make independent decisions and know when to ask for assistance in resolving difficult issues that are beyond capabilities.
- Managed confidential information into a computer database for billing and highly sensitive material.
- Consistently achieved alert times within 30 seconds of call received time, 90% of the time.
- Demonstrated working knowledge of all communications equipment to ensure intelligent reporting of equipment failures.

Medical Dispatcher

Delta Corporation - 2005 - 2007

Responsibilities:

- Computer Skills Microsoft Word, Excel, PowerPoint, Windows XP Knowledge of HIPPA Regulations Medical Records Data Entry Transport, and Bed Tracking.
- Answer calls from medical facilities Set up transportation via ambulances and minivans.
- Responsible for dispatching ambulances to patients in a timely manner Confirm appointments Answering and routing calls on a multi-line phone system.
- Took all inbound calls from the Kansas City metro area and Kansas hospitals, clinics, etc.
- Very fast-paced and complex system.
- Medical Answering service taking inbound calls and relaying messages to the appropriate person.
- Taking calls for a variety of businesses including hospitals and doctors

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Multitasking, Creative Skills, Managing skills.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

offices.

Education

Bachelor Degree