

ROBERT SMITH

Medical Office Support

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SUMMARY

Dedicated and focused Medical Office Support wanting to relocate to the Joplin, Missouri area, with remarkable experience working in customer service delivery systems. 8 years of knowledge and experience in healthcare-related services, data entry, cash handling, employee training/management, and billing.

SKILLS

Answering telephones , Filing patients' medical records , Scheduling appointments, Filling out insurance forms, Handling billing and bookkeeping.

WORK EXPERIENCE

Medical Office Support

ABC Corporation - January 2014 – December 2015

- Supported 5 emergency response teams during natural disasters and oversaw administration of over 5000 immunizations within the devastated area.
- Organized new policy handbook editing and writing.
- Coordinated local event and training venues for community organizations.
- Structured and maintained nurse and administration calendars for 5 Executive Staff utilizing scheduling software Scheduled travel, meeting, and training arrangements for administrator, executives and employees.
- Managed office supply purchasing and mail delivery regularly for a 30 person office.
- Recruited and participated in the interview process for newly hired clerical employees.
- Updated and maintained all State and Federal Equal Opportunity materials to comply with federal and state guidelines.

Medical Office Support

Delta Corporation - 2011 – 2014

- Prepared charts for weekly 150-200 person immunization clinic.
- Maintained and organized patient files.
- Supported in home lead assessments, testing, and results transmission.
- Offered assistance during natural disasters or emergencies and set up mass immunization clinics for over 5000 individuals.
- Scheduled appointments for pregnancy tests, case management, immunizations, and medical clinic for large countywide health facility.
- Billed Medicaid and Medicare for immunizations, pregnancy testing, and case management and produced a 20% increase in revenue.
- Prepared information to the public on available services through successful customer service delivery.

SCHOLASTICS

- Master Of Public Health