

ROBERT SMITH

Patient Ambassador

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Professionally trained patient ambassador with experience ensuring high standards of culturally competent care for a wide variety of patients with diverse needs. Seeking an opportunity to use my knowledge and skills in the most productive way.

EXPERIENCE

Patient Ambassador

ABC Corporation - JANUARY 2011 - DECEMBER 2014

- Created standard operating procedures.
- Adjusted program mechanics to account for changing conditions.
- Implemented strategies to increase program effectiveness.
- Coordinated work between multiple departments.
- Successfully improved student participation in the classroom through integration of creative role-playing exercises.
- Greeted, registered and assigned rooms to guests of hotels or motels.
- Answered department telephone calls within 3 rings, using correct salutations and telephone etiquette.

Patient Ambassador

Delta Corporation - 2017 - 2018

- Responsibilities include discussions with the housekeepers on the daily basis to ensure the upkeep of the patients rooms, interaction with patients.
- Worked with management and housekeeping to ensure the cleanliness of each patients room and provide a comfortable environment to stay in for patient.
- Provided Guest information, took inbound and outbound calls.
- Aided patient information and supported the efforts of the floor staff.
- Greeted New Admissions to the hospital and explained our Housekeeping protocol.
- Checked empty rooms to make sure they follow Picture Perfect standards.
- Randomly surveyed patients to make sure housekeeping is compliant and patients are satisfied.

EDUCATION

- Bachelor of Science in education - (Coppin State University)

SKILLS

Positive Attitude, Flexibility, Time Management.