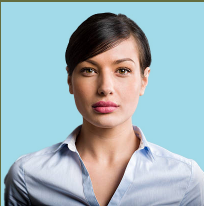


OLIVIA SMITH

Patient Ambassador

support@qwikresume.com (123) 456 7899 Los Angeles
www.qwikresume.com



PROFESSIONAL SUMMARY

Dynamic Patient Ambassador with a strong background in patient advocacy and healthcare support. Proven ability to build rapport with patients, ensuring their needs are met while navigating complex healthcare systems. Adept at coordinating with multidisciplinary teams to enhance patient satisfaction and streamline care processes. Passionate about improving patient outcomes through effective communication and support.

WORK EXPERIENCE

Patient Ambassador Apr / 2019-Ongoing
Maple Leaf Consulting Toronto, ON

- 1. Addressed patient complaints swiftly, ensuring timely resolutions.
- 2. Delivered exceptional service to patients, enhancing their overall experience.
- 3. Reviewed dietary reports for patients transitioning from NPO to full diets.
- 4. Coordinated meal deliveries and followed up with patients daily to assess satisfaction.
- 5. Collaborated with Clinical Nutrition Assistants to streamline meal tray delivery.
- 6. Conducted daily meal rounds and evaluated meal quality through test trays.
- 7. Adhered to all HACCP policies and procedures to maintain food safety standards.

Patient Ambassador Apr / 2015-Apr / 2019
Silver Lake Enterprises Seattle, WA

- 1. Managed the Information Desk, directing visitors and addressing inquiries.
- 2. Responded to patient and visitor inquiries both over the phone and in person.
- 3. Facilitated efficient communication by directing calls to appropriate departments.
- 4. Delivered patient menus to scheduled floors, ensuring timely service.
- 5. Prepared and stocked breakfast and lunch service lines with necessary supplies.

EDUCATION

Bachelor of Science in Health Administration Apr / 2012 - Apr / 2015
University of Health Sciences Seattle, WA

Focused on healthcare management principles and patient care practices.

SKILLS



INTERESTS

- Home Brewing Wildlife Conservation
- Running Public Speaking

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Improved patient satisfaction scores by 30% through effective communication.
- Successfully coordinated over 100 patient care plans, ensuring timely follow-ups.