

# BENJAMIN LEE

## Patient Liaison

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### PROFESSIONAL SUMMARY

Compassionate Patient Liaison with over 5 years of experience in healthcare settings, adept at facilitating communication between patients and medical staff. Proven track record in addressing patient concerns, enhancing satisfaction, and ensuring a seamless care experience. Strong organizational skills and a commitment to patient advocacy, aiming to improve health outcomes through effective support and education.

### WORK EXPERIENCE

**Patient Liaison** Apr / 2024-Ongoing  
Quantum Solutions LLC Phoenix, AZ

- 1. Ensured daily operations at the Rosenbaum Family House run smoothly and efficiently.
- 2. Managed front desk duties, including phone inquiries and visitor assistance.
- 3. Addressed resident concerns promptly, providing necessary support and solutions.
- 4. Communicated regularly with management to relay resident needs and issues.
- 5. Maintained confidentiality while handling sensitive information.
- 6. Demonstrated effective time management and organizational skills.
- 7. Coordinated with healthcare staff to enhance patient experience and satisfaction.

**Patient Liaison** Apr / 2023-Apr / 2024  
Summit Peak Industries Denver, CO

- 1. Collected comprehensive patient demographic and insurance information accurately.
- 2. Educated self-pay patients on charges and assisted with payment arrangements.
- 3. Processed co-pays and other patient payments efficiently and accurately.
- 4. Coordinated admission processes, ensuring all medical records were prepared correctly.
- 5. Handled confidential patient information with the utmost care and compliance.

### EDUCATION

**Bachelor of Science in Health Administration** Apr / 2022 - Apr / 2023  
University of Health Sciences Denver, CO

Studied healthcare management, patient advocacy, and communication strategies.

### SKILLS



### INTERESTS

- Home Brewing
- Wildlife Conservation
- Running
- Public Speaking

### STRENGTHS

- Willingness
- Wisdom
- Zeal
- Ingenuity

### LANGUAGES



### ACHIEVEMENTS

- Improved patient satisfaction ratings by 20% through effective communication strategies.
- Streamlined patient intake processes, reducing wait times by 30%.