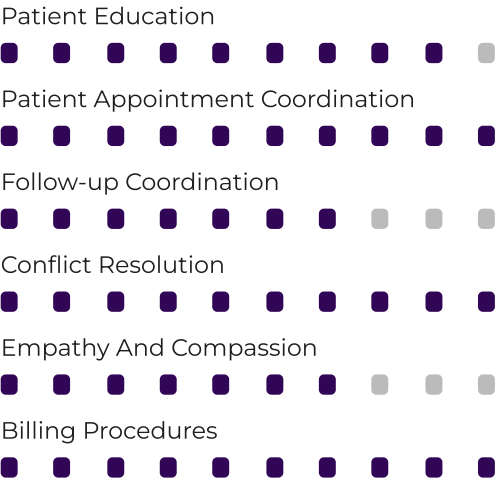


# ETHAN MARTINEZ

Associate Patient Services Specialist

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

## SKILLS



## INTERESTS

DIY Projects    Crafting

Meditation    History

## STRENGTHS

Humility    Innovation

Insightfulness    Integrity

## LANGUAGES



## ACHIEVEMENTS

- Improved patient appointment scheduling efficiency by 20% through effective coordination.
- Achieved a 95% satisfaction rating in patient feedback surveys by enhancing service delivery.

## PROFESSIONAL SUMMARY

Enthusiastic Patient Services Specialist with two years of experience enhancing patient care and optimizing administrative workflows. Proficient in managing patient inquiries, coordinating appointments, and ensuring compliance with healthcare regulations. Eager to contribute to a supportive healthcare environment while prioritizing patient satisfaction and operational efficiency.

## WORK EXPERIENCE

Associate Patient Services Specialist  
WidgetWorks Inc.    Apr / 2024-Ongoing  
Denver, CO

- Enhanced patient scheduling efficiency by coordinating appointments with physicians and staff.
- Provided comprehensive support across departments, ensuring smooth operations and workflow.
- Managed incoming calls, adhering to customer service protocols to address patient inquiries.
- Collaborated with medical staff to prepare and process billing documentation accurately.
- Ensured timely completion of orders for accurate billing procedures in compliance with protocols.
- Reviewed patient information from vendors to support accurate record-keeping.
- Maintained organized patient files to facilitate easy access to medical records.

Patient Service Specialist  
Cactus Creek Solutions    Apr / 2023-Apr / 2024  
Phoenix, AZ

- Prepared materials for HIPAA compliance reviews, ensuring patient information security.
- Maintained confidentiality of patient records, upholding privacy standards consistently.
- Accurately recorded and filed patient data, contributing to efficient medical record management.
- Directed patient flow during business hours, minimizing wait times and enhancing satisfaction.
- Secured insurance authorizations for tests and procedures, facilitating timely patient care.
- Coordinated patient registration processes, ensuring a welcoming experience for new patients.

## EDUCATION

Associate of Applied Science in Medical Office Administration  
ABC Community College    Apr / 2022    Apr / 2023  
Santa Monica, CA

Gained foundational knowledge in medical office operations, patient care, and healthcare regulations.