

# Patient Services Representative

## ROBERT SMITH

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### Objective

Experienced Patient Service Representative with special skills in communication, multi-tasking and time management. An efficient, detail oriented team player with the ability to learn quickly, work independently and achieve company objectives.

### Skills

Proficient In Microsoft Office, Professional And Friendly Demeanor, Excellent Organizational

### Work Experience

#### Patient Services Representative

**ABC Corporation** - August 2013 - Present

- Serve the doctors, nurses and other assistance by keeping the daily schedule current, while communicating any changes.
- Gather and assemble chart preparations for patients prior to the start of the clinic each day.
- Make changes to clinic schedule and reschedule patients as required by modifications in-hospital coverage schedule.
- Answer multi-line phones, transfer calls to correct contact and take messages as appropriate.
- Assist patients with obtaining appointments, clinic and provider information, and rescheduling as required.
- Collaborate with coworkers to ensure that projects are completed on schedule.
- Travel to satellite locations when doctors schedules require front office support; adapting to new and different surroundings, equipment and personal.

#### Sales Associate

**ABC Corporation** - August 2009 - July 2013

- Provide individualized customer service by maintaining current knowledge on department merchandise and establishing the customers specific needs.
- Create direct customer relationships by scheduling one on one appointments, conducting product searches as needed, and following up with customers to ensure their satisfaction.
- Work productively as a team member within an individually competitive work environment.
- Provides department and company knowledge to new employees, as well as coworkers from other departments.
- Act as "manager in charge" during times of department managers absence.
- Obtain reports, post information, encourage team members, track progress and report back to manager upon return.
- Maintain department merchandise by receiving, organizing, and displaying new items.

### Education

Bachelor Of Arts in Anthropology - (University Of Washington - Seattle, WA) High School Diploma - (Lenoir Rhyne College - Hickory, NC)