

AMELIA MOORE

Lead Registration Specialist

✉ support@qwikresume.com 📞 (123) 456 7899 📍 Los Angeles
🌐 www.qwikresume.com



PROFESSIONAL SUMMARY

Accomplished Lead Registration Specialist with 7 years of experience in optimizing patient registration and ensuring compliance with healthcare regulations. My expertise in managing insurance verifications and enhancing patient interactions has driven significant improvements in operational efficiency. I am committed to fostering a supportive and patient-centered environment within healthcare teams.

WORK EXPERIENCE

Lead Registration Specialist

Maple Leaf Consulting

📅 Apr / 2020-Ongoing

📍 Toronto, ON

1. Verified and created claim numbers by collaborating with various insurance companies to ensure accuracy.
2. Managed incoming and outgoing calls, recording messages with precision while providing exceptional customer service.
3. Maintained an organized and welcoming reception area, enhancing patient experiences.
4. Scheduled appointments and registered patients efficiently, ensuring compliance with healthcare standards.
5. Verified appointment times with patients professionally, fostering trust and reliability.
6. Effectively managed a multi-line phone system, greeting all patients warmly.
7. Prepared patient charts, pre-admission, and consent forms accurately as needed.

Registration Specialist

Cactus Creek Solutions

📅 Apr / 2018-Apr / 2020

📍 Phoenix, AZ

1. Registered patients accurately and efficiently, maintaining data integrity.
2. Scheduled appointments and verified insurance information, ensuring compliance with protocols.
3. Served as a Spanish Interpreter, facilitating communication for Spanish-speaking patients.
4. Operated a multi-line phone system, effectively managing patient inquiries.
5. Engaged with clients in crisis situations, providing support and guidance.
6. Updated demographic information in the Cerner System with meticulous attention to detail.

EDUCATION

Bachelor of Science in Health Administration

University of Health Sciences

📅 Apr / 2016-Apr / 2018

📍 Toronto, ON

Focused on healthcare management principles and patient care processes.

SKILLS

Analytical Skills



Collaborative Teamwork



Financial Transaction Management



Patient Education



ACHIEVEMENTS

- 🌟 Reduced patient registration errors by 30% through improved training and process optimization.
- 🌟 Increased patient satisfaction scores by 25% by implementing a streamlined appointment scheduling system.
- 🌟 Successfully managed over 5,000 patient registrations annually, ensuring accurate data entry and compliance.