



SOPHIA BROWN

Assistant Scheduling Representative

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Microsoft Office Suite



Prioritization



Client Communication Tools



Epic Systems Proficiency



Patient Feedback Analysis



Project Management Software



INTERESTS

📖 Birdwatching 🏠 Traveling

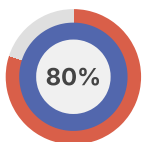
🏆 Sports Coaching 🧶 Knitting

STRENGTHS

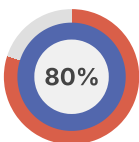
🔧 Pragmatism 🍃 Sensitivity

💖 Sincerity 📌 Stability

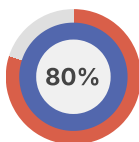
LANGUAGES



English



Dutch



Arabic

ACHIEVEMENTS

★ Successfully reduced scheduling errors by 30% through process improvements.

★ Increased patient appointment adherence by 25% via proactive follow-up communications.

PROFESSIONAL SUMMARY

Accomplished Assistant Scheduling Representative with 7 years of experience in optimizing appointment processes and enhancing patient communication. Proven track record of improving scheduling efficiency and client satisfaction through effective coordination and attention to detail. Committed to leveraging organizational skills to support a dynamic healthcare environment.

WORK EXPERIENCE

Assistant Scheduling Representative

📅 Apr / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Delivered exceptional customer service as the main point of contact for patient scheduling inquiries.
2. Played a key role in the development of a Process Improvement team to enhance front-line operations.
3. Assisted patients with appointment registration and scheduling needs effectively.
4. Collected payments and verified insurance coverage, ensuring accuracy and compliance.
5. Managed inventory and ordering for medical supplies, optimizing resource allocation.
6. Fostered a collaborative team environment to enhance workplace morale and productivity.
7. Conducted follow-up communications with clients to ensure satisfaction and resolve any scheduling issues.

Scheduling Representative

📅 Apr / 2018-Apr / 2021

Summit Peak Industries

📍 Denver, CO

1. Coordinated patient scheduling via phone, email, and fax, ensuring efficient use of resources.
2. Collaborated with Medical Records, Insurance, and healthcare professionals to address patient needs.
3. Scheduled high-volume MRIs and CT scans, managing multiple requests simultaneously.
4. Maintained accurate patient databases, ensuring data integrity and accessibility.
5. Educated clients about services and pricing while addressing inquiries effectively.
6. Handled 50+ inbound and outbound calls daily, managing client expectations and follow-ups.

EDUCATION

Associate of Applied Science in Medical Office Management

📅 Apr / 2015 - Apr / 2018

Springfield Community College

📍 Santa Monica, CA

Focused on medical office protocols, patient scheduling, and healthcare administration.