ROBERT SMITH

Telephone Receptionist

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SUMMARY

Reliable and energetic individual interested in seeking position utilizing my diverse experience and education. Strong organizational and time management skills. Operate with the highest standard of ethics and confidentiality. Work independently, as well as in team setting.

SKILLS

Data Entry, MS Office, Multitaking.

WORK EXPERIENCE

Telephone Receptionist

ABC Corporation - June 2014 – December 2014

- Day-to-Day administrative functions and general office duties including word processing, copying, filing, faxing, answering phones, and data entry.
- Provided information to callers according to the clinics policies and procedures and protecting patient rights.
- Made sure there was phone coverage at all times.
- Greeted patients on the telephone answering or referring inquiries Scheduled appointments by telephone When scheduling appointments carefully screen patient for new address, new patient visit or update information.
- Informed patient of any existing balance note it on computer and inform patient Called patients daily and reminded them of next day appointments.
- Faxed mammogram orders to correct facility.
- Faxed and printed out work and school excuses.

Telephone Receptionist

Delta Corporation - 2013 – 2014

- Multi-lined telephone reception Appointment scheduling Collect co-payments Process referrals for diagnostic imaging and peri-natal specialists Data .
- Answered incoming Macys customers calls Placed and monitored orders for customers.
- Handled new patient paperwork and second opinion scheduling Scheduled appointments for physicians Placed reminder calls for patients.
- Washington, DC Complied with sanitation regulations in maintaining a clean and organized workspace Learned to work both individually and with others.
- Monitored alarms on multiple screens Dispatched FD/PD/Medics if needed Answered phones and took messages for multiple answering services.
- HRS/WK Promptly answered all incoming calls & built knowledge necessary to answer questions in their entirety Capable of articulating technical .

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- Managed varied levels of calls within the call center Transcribed detailed messages Booked appointments, made event reservations or hotel .

SCHOLASTICS

- GED

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