

Angela Martin
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Profile

Friendly, organized receptionist with significant experience in fast-paced healthcare environments. Committed to providing exceptional customer service and effective administrative support while embracing new challenges and skills.

Professional Experience

Receptionist, Pediatric Care Group, Pittsburgh, PA

April 2016-Present

- Welcome and check in approximately 30 patients per day at pediatrician's office
- Schedule and confirm appointments via phone and email
- Answer questions and provide assistance in person, over the phone, and through email
- Distribute forms to patients and verify that required fields are completed properly
- Collect and process patient co-pays
- Maintain digital and physical patient records
- Coordinate with local hospitals to schedule in-patient and out-patient procedures

Assistant Receptionist, Community Health Center, Pittsburgh, PA

June 2013-April 2016

- Greeted and checked in approximately 40 patients per day at urban health clinic
- Scheduled and confirmed appointments via phone and email
- Maintained physical and digital confidential patient records
- Coordinated with health insurance companies to cover appointments and procedures and resolve billing issues
- Provided support to head receptionist as needed, including data entry, ordering office supplies, and maintaining the patient waiting area

Education

Bachelor of Arts, Communication

University of Pittsburgh, Pittsburgh, PA, August 2009-May 2013

Key Skills

- Excellent written and verbal communication skills
- Proficient in Microsoft Office, Microsoft Outlook, Adobe Acrobat, Google Suite
- Data entry
- Using a multi-line phone system
- Organization and attention to detail
- Providing friendly, prompt customer service