

ANGELA MARTIN

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(123) 456-7890

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

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