

# JESSICA SANDERS

Organized, people-focused medical receptionist committed to health care excellence for over two years. Strong planning skills, discretion and level-headedness with sensitive information and in emergency situations. Highly familiar with medical terminology, HIPAA and electronic medical records management. Eager to learn while working alongside a passionate team of professionals.

321 North 1st Street,  
Ormond Beach, FL 32175  
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(386) 123-4567

## PROFESSIONAL EXPERIENCE

### TRAINEE MEDICAL RECEPTIONIST

Ormond Beach Oncology Associates,  
Ormond Beach, FL  
November 2018 – Present

- Answering phones and greeting patients in person and virtually — approximately 30 per day
- Booking appointments and assisting with new patient orientation
- Coordinating referrals for patients for insurance and other physician and specialist offices
- Resolving eligibility issues and issuing invoices and receipts
- Performing data entry, photocopying and maintaining stationery supplies

### MEDICAL RECEPTIONIST EXTERN

ChenMed, Hialeah, FL  
October 2017 – December 2017

- Assisted with reception duties, patient scheduling, registration and data entry
- Performed diagnostic testing and monitored changes in patient condition
- Updated health maintenance at patient visits
- Stocked and maintained equipment and supplies
- Cleaned and organized examination areas

## EDUCATION

### Medical Front Office and Billing Diploma

Florida Career College, Pembroke Pines  
February 2017 – December 2017

## KEY SKILLS

- Teamwork
- Customer service
- Billing & diagnostic coding
- Microsoft Office
- Excellent oral and written communication skills

## CERTIFICATIONS

- Certified Medical Administrative Assistant, National Health Career Association, 2017