

# JESSICA TAYLOR

Highly effective and dedicated front desk medical receptionist with over 8 years of experience in multi-physician practices and hospitals. Empathetic and courteous in all dealings with patients. Strong administrative skills, including patient records management, account management, and inventory management.

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## PROFESSIONAL EXPERIENCE

### FRONT DESK MEDICAL RECEPTIONIST

Miami Central Hospital, Miami, FL  
September 2015 - Present

- Greet all patients and capture their personal, medical, and insurance information
- Leverage medical coding knowledge and effective communication skills to advocate on behalf of patients with medical insurers and HMOs
- Use EMR software to manage patient records and files
- Schedule appointments with secondary providers on behalf of patients
- Manage office supply inventory and order new supplies as required
- Assist patients in scheduling non-emergency appointments and surgeries

### FRONT DESK MEDICAL RECEPTIONIST

Fort Lauderdale Family Medical  
Center, Fort Lauderdale, FL  
June 2013 - September 2015

- Scheduled, rescheduled, and verified patient appointments
- Maintained a daily appointment scheduled for nine general physicians
- Ordered required diagnostic tests and communicated the results to patients
- Greeted and checked in all patients

## EDUCATION

High School Diploma  
Stonehill High School, Fort Lauderdale,  
Fort Lauderdale, FL  
September 2009 - June 2013

## KEY SKILLS

- Effective Communication
- Knowledge of HIPAA Rules and Regulations
- Knowledge of medical terminology, coding, and billing
- Data Entry

## CERTIFICATIONS

- First Aid and CPR: June 2016,  
American Red Cross