

# SKYLER THOMPSON

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## EDUCATION

### Bachelor of Arts (B.A.) Communication

Columbia University,  
New York, NY  
September 2016 - May 2021

## KEY SKILLS

- Administrative Support
- Electronic Medical Records (EHR)
- Communication
- Patient Relations
- Microsoft Office Suite

A Medical Office Specialist with entry-level experience specializing in administrative support, patient relations, communication, and calendar management. Adept at managing clerical tasks, patient files, and scheduling to support daily office operations.

## PROFESSIONAL EXPERIENCE

### Medical Office Specialist

West Ave Medical, New York, NY | October 2021 – Present

- Manage phone inquiries from patients, oversee scheduling for appointments, conduct interviews to create patient files and obtain medical history, and communicate calmly and empathetically with patients experiencing pain and distress
- Organize electronic medical records in compliance with HIPAA regulations, perform data entry for patient health insurance benefits, and submit claims for healthcare services
- Coordinate with patients to reconcile past due payments, create payment plans, and identify solutions to eliminate aging accounts receivable

### Receptionist

Columbia Student Center, New York, NY | May 2020 – October 2021

- Fielded phone inquiries from students, alums, and parents, identified appropriate departments to transfer parties, and provided information on upcoming school events, fundraisers, amenities, and academic services
- Scheduled and managed appointments for academic advisors using Google Suite