

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Experienced with extensive knowledge of medical regulations and policies. Offers strong dedication to informed patient care, administrative excellence and confidentiality. Detail-oriented and knowledgeable. Skilled at completing patient-facing and office-based tasks by applying strong multitasking and organizational abilities. An independent worker with extensive medical experience and fastidious nature dedicated to optimal patient care. Great conversational abilities (bilingual), I can speak fluently in both English and Spanish and am able to develop a strong relationship with the patient no matter their preferred language. Highly motivated and committed employee with proven history of superior performance at individual, team and organizational levels. Strong ability to multitask and prioritize workloads with little or no supervision. All of these skills are brought together to deliver 100% in the work environment.

SKILLS

- Customer-service oriented
- Marketing
- Time management
- Business administration
- Articulate and well-spoken
- Greeting visitors
- Excellent communication skills
- Spanish fluency
- Personable and outgoing
- Team building
- Administrative assistance
- Clerical, Spanish fluency
- Relations, Time management
- Team building
- Marketing
- Microsoft Excel
- PowerPoint presentations
- Multi-line telephone
- People skills
- POS
- Word processing
- Registration processing
- Automated telephone systems
- Payment Verification
- Decision-Making Abilities
- Scheduling
- Medical Records Management
- Appointment Setting
- Cash Handling
- Office management
- Sales expertise
- Hospitality service expertise
- Monitoring patient progress
- Patient Scheduling
- Payment collection
- Social Media Marketing
- Application Process Proficiency

WORK HISTORY

Front Desk Medical Receptionist /Management Associate, 11/2019 - 02/2021

Amlie Residential – Irving, TX

- Maintained current and accurate medical records for over thousands of patients through scanning and keeping patient file up to date. Using multiple software's such as MD Toolbox and Google Drive Files.
- Kept track of clinic traffic through Google forms and patient tracking using Excel software + Google forms.
- Managed office scheduling appointments, maintaining files and collecting payments.
- Observed and reported patient condition, progress and medication side effects to accurately document updates.
- Strictly protected confidentiality of all information related to patient care activities.
- Documented vital signs and health history for patients in clinic and hospital environments.
- Kept medical supplies in sufficient stock by monitoring levels and submitting orders for restock.
- Directed patients to exam rooms, fielded questions and prepared for physician examinations.
- Arranged surgeries with surgical center, confirming times with patients and preparing admission and consent forms.
- Collected and documented patient medical information such as blood pressure and weight.
- Called and faxed pharmacies to submit prescriptions and refills.
- Obtained client medical history, including medication information, symptoms and allergies.
- Verified patient information by interviewing patient, recording medical history and confirming purpose of visit.
- Scheduled surgeries/Labs by making arrangements as well as sent labs out through Fed EX express for rapid PCR testing.
- Registered new patients and updated existing patient demographics by collecting detailed patient information including personal and financial information.
- Used the software MD Tool Box to maintain and update medical records. Used software Skippack (Minerval Labs) to retrieve COVID-19 Lab results. Used Atlas CPL (Clinical Pathology Laboratories) for any other Lab results.

Apartment Leasing Consultant, 12/2019 - 11/2020

Catholic Community Services Of – Centralia, WA

- Delivered emergency 24-hour on-call service for tenants on building issues.
- Coordinated with janitorial and engineering staff on maintenance and upkeep.
- Conducted property showings to highlight features, answer questions and redirect concerns to close contracts. Used Rent Manager software and Blue moon to print leases, renew leases or other documents as well as enter prospects and process payments.
- Maximized rental income while minimizing expenses through effective planning and control.
- Conducted inspections of property grounds, buildings and equipment to identify maintenance concerns and direct timely repairs.
- Maintained sufficient number of units market-ready at all times.
- Coordinated appointments to show marketed properties.
- Minimized vacancy periods by collaborating with building owners to strategize improvements to marketing initiatives, business plans and tenant outreach programs.
- Verified income, assets and expenses and completed file tracking sheet for each applicant.
- Resolved conflicts between tenants regarding noise, encroachments and parking.
- Monitored progress of construction and maintenance projects and notified appropriate individuals of project updates, delays and schedule changes.
- Collected monthly rent payments and other fees, always properly recording and processing money.

Front Desk Assistant, 03/2019 - 03/2020

Oaks Integrated Care Inc. – Bridgeton, NJ

- Complied with HIPAA standards to confidentially maintain patient medical information.
- Took newspapers, flowers and other personal items to patients on all floors.
- Handled over 50 walk-ins in one day at hospital
- Conducted inpatient comfort care rounds to promote patient satisfaction.
- Prepared patients in examination room to facilitate treatment.
- Completed paperwork and evaluation forms to document patient interactions.
- Assessed patient room and care environment to optimize patient comfort by keeping areas free of clutter.
- Adhered to organization procedures and instructions to maintain safety.
- Provided support and companionship to patients in need of assistance.
- Reported patient requests, concerns, and other observations to staff.
- Transported patients and helped with discharge procedures.
- Created customized care plans, working with hospital staff and families to assess and meet individual needs.
- Communicated with patients, ensuring that medical information was kept private.
- Scheduled surgeries, managed pre-certifications and verified insurance coverage.

PROPERTY MANAGEMENT ASSISTANT, 05/2019 - 07/2019

Westwind Enterprises Ltd – City, STATE

- Introduced prospective tenants to types of units available and performed tours of premises Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting visitors. I did a lot of social media advertising and reaching out to prospects to get them into the office and interested in the homes. Created PowerPoint presentations for business development purposes. Greeted approximately many prospective tenants weekly Helped property manager handle complaints from tenants and gained experience in dealing with different types of prospects. Welcomed 25 potential tenants weekly .Tracked expenses and documented records using Microsoft Excel and processed deposits, and payments. Extremely comfortable with the rent manager database in entering prospects, collecting payments, printing reports, and more .

CASHIER SALES REPRESENTATIVE, 04/2017 - 07/2018

Getaway Car Wash & Detail Center – City, STATE

- Assisted call-in customers with questions and detail orders Interacted face-to-face with customers to understand vehicle detailing needs and ensure quality satisfaction . Served needs of more than 200 customers in busy environment Maintained professionalism with clean, tidy, and well-stocked check-out lines Monitored new team members on registers, meeting customer needs, maximizing group performance and maintaining high satisfaction with customers Counted cash in register drawer to balance register at beginning and end of shift Provided expertise on products, including demonstrating features, answering questions, and redirecting objections to highlight positive aspects Educated customers on detail promotions to enhance sales Processed POS transactions, including checks, cash and credit purchases or refunds Mixed cleaning solutions, abrasive compositions and other compounds to clean interior and exterior of vehicle Used cleaning, protective and restorative agents to maintain and enhance appearance of vehicles.

EDUCATION

High School Diploma: 2017

Lakeridge Highschool - Mansfield, TX

Member of National Honor Society Graduated in Top 10% of Class Elected to officer for National Honor Society. Member of prom committee

Bachelor of Science: Biomedical Sciences, 12/2021

Texas A&M University - College Station, TX

- Member of Puerto Rican Student Association (PRSA)
- Member of minority association for Pre-med students (MAPS)
- Continuing education in Biomedical Science