

Dawn Zurick Beilfuss

Contact Information

DZ4100@gmail.com | 847.287.1148
15810 IL Rt. 173 #2F, Harvard, IL 60033
[LinkedIn Profile](#)

Professional Summary

With over 40 years of experience in customer service and healthcare, and 20 years in real estate, I have developed a deep understanding of the needs of individuals in various environments. My expertise includes implementing procedures in medical settings, managing intake processes, ensuring HIPAA compliance, handling insurance matters, and maintaining patient records. Additionally, I have strong negotiation and problem-solving skills, recognized through awards in consumer and residential loans. I am committed to continuous improvement and strive for perfection in every role I undertake, making me a valuable asset to any organization.

Core Qualifications

- Patient Intake & Triage (Human/Animal)
- Scheduling
- Scribing
- Charting & Records Management
- HIPAA Compliance
- Insurance Verification/Reconciliation
- Medical Equipment Prep/Sterilization
- Pharmacy Support

Professional Experience in Healthcare

(Listed in reverse chronological order)

Front Desk / Veterinary Assistant | Fox Lake Animal Hospital

January 2023 - February 2024

Location: 110 S US Hwy 12, Fox Lake, IL 60020

Core Responsibilities:

- Managed patient flow (60-80/day)
- Triage patients
- Process new patient paperwork
- Charting
- Filing

- Answering phones
- Assisting in medical emergencies
- Handling payments and check-outs
- Supported sole pharmacist (orders, chart/med prep, approvals)

Technician | The Center for Corrective Eye Surgery

2002

Core Responsibilities:

- Scribe for Dr. Epstein
- Prepping patients for in-office procedures and surgeries
- Travel between two locations: McHenry and Des Plaines

Supervisor of Front Desk, Call Center, and MRI Scheduling | Midwest Sports Medicine

1999-2002

Core Responsibilities:

- Managed high-volume office operations
- Verified insurance
- Scheduled appointments
- Upsold in-house MRI services
- Flexible support at Orthopedic office

Secretary for Family Physicians | Family Medicine

1998-1999

Core Responsibilities:

- Scheduling patient appointments
- Reconciling insurance issues
- Filing
- Confirming insurance plans
- Taking co-payments
- Processing referrals
- Calling in prescriptions
- Assisting with insurance correspondence
- Chart analysis and submissions

File Clerk and Secretary | Northwest Oncology and Hematology

1995-1998

Core Responsibilities:

- Scheduling patient appointments
- Verifying insurance
- Processing referrals
- Customer service for chemotherapy patients
- Medical Records management
- Secretary for Dr. Grad and Dr. Bank
- Multi-location support

Certified Pharmacy Technician | Osco Pharmacy

1996

Core Responsibilities:

- Intake and check-out
- Stock medications
- Inventory management
- Verify and call doctors' offices
- Answer phones
- Customer service
- Flexible support during high-volume periods

Technical Proficiencies

- Microsoft Office Suite
- Google Documents
- Microsoft Teams
- Multi-line Phones
- Customer service
- Filing Systems
- REO Platforms (Equator, Pyramid, [Res.Net](#))
- CRM/Marketing (Follow Up Boss, YLOPO)
- Industry Tools (Broker Kit, [Monday.com](#), [Phone.com](#))
- Transaction Management Systems (DotLoop, MRED)
- BHGRE Connect Platform
- MLS Systems
- Healthcare Scheduling Software

Education & Certifications

Certified Pharmacy Technician

Institution: Osco Pharmacy

Year: 1996

Real Estate License

Status: Current since 2006

Mortgage Loans License

Notary Certificate

Notes: Held twice

Additional Healthcare Skills

- Patient Intake & Triage (Human/Animal)
- Scheduling
- Scribing
- Charting & Records Management
- HIPAA Compliance
- Insurance Verification/Reconciliation
- Medical Equipment Prep/Sterilization
- Pharmacy Support

References and additional information available upon request