

# MARISOL RAMIREZ

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My name is Marisol Ramirez, I'm 24 and currently working at Lone Star Circle of Care as part of the Front Desk Team and I am also a Preceptor for New Hires. I take pride in my work, as well as making sure that a job worth doing is worth doing right and always taking advantage of new learning opportunities. I am observant and hold myself to a standard above what my superiors often ask of me. Whether I am working under strict or minimal supervision, I make the most of my time and work.

## EXPERIENCE

### **FEBRUARY 2019 – CURRENT**

#### **FRONT DESK, LONE STAR CIRCLE OF CARE**

Responsible for greeting patients using AIDET and LOC, answering telephones, taking messages for Nurses or Providers, requesting and processing medical records, scanning, scheduling appointments such as – well check, sick visits, follow ups, PRGs and walk-in appointments. Inputting “new patients” information into EMR systems (experience with Centricity, Athena & NextGen), collecting co-pays, verifying insurance and training new hires. I currently have experience with Family, Pediatrics, Gynecology and Behavioral Health.

### **MARCH 2017 – FEBRUARY 2019**

#### **FRONT OFFICE CHECK-IN, TREEHOUSE PEDIATRICS**

Responsible for greeting patients, answering telephones, taking messages for Triage, requesting and processing medical records, scheduling appointments such as – well check, sick visits, follow ups and walk-in appointments. Inputting “new patients” information into EMR systems (experience with Centricity & Athena), collecting co-pays and verifying insurance.

### **MAY 2014 – MARCH 2017**

#### **ASSET PROTECTION, ACADEMY SPORTS + OUTDOORS**

- October 2015-March 2017

Promoted to Asset Protection Associate. Responsible for inventory control, conducting price changes, as well as auditing store safety procedures. Monitors and accurately reports stolen and damaged merchandise. Acquires and maintains knowledge of products and their placement throughout the store.

- Customer Service Cashier: May 2015 - October 2015

Promoted to Customer Service Cashier. Responsible for operating cash register and maintaining knowledge of basic cashier and customer procedures including returns/exchanges. Accurately balances all transactions that run through assigned register.

- Apparel Sales Associate: May 2014 – May 2015

Provided prompt, friendly customer service. Conducted price changes, reworks areas as directed. Set and maintained weekly ad signage.

## EDUCATION

**AUGUST 2017 – CURRENT**

### **AUSTIN COMMUNITY COLLEGE**

Currently working towards a Bachelor's degree in Computer Science

**AUGUST 2014 – AUGUST 2017**

### **TEMPLE COLLEGE**

General studies

Anatomy and Physiology I & II, American History I & II, English Composition I & II, General Psychology, Medical Terminology, College Algebra, Spanish I & II, Art and Public Communications.

## SKILLS

Easily motivated, quick learner, attention to detail, efficient job execution and conflict resolution. Excellent communication skills and customer-service oriented ability to work under pressure and great at multitasking. I have experience with Centricity, Athena, Microsoft Office applications, iWork applications, email, internet and Adobe. I am bilingual – I speak English and Spanish.

## REFERENCES

Sylvia Zarate – LSCC peer  
512.701.0283

Julie Rhone – LSCC Manager  
843.830.6625

Megan Figlan – Academy Sports + Outdoors Team Lead  
512.913.9521

Irma Lopez – MA at Treehouse Pediatrics  
254.482.1615

Jamie Norris – Treehouse Pediatrics peer  
512.983.1037

Cassie Barnett – Front Office Lead  
512.255.4008