Alek Reyes

West Covina, CA 91792 • alekreyes.m@gmail.com • 626.991.2592 • linkedin.com/in/alek-reyes-7254b7172/

Patient Care Coordinator

*Highly skilled and dedicated professional with hands-on experience delivering quality patient care services across high-volume and fast-paced healthcare environment.*

— Key Qualifications —

* Proven ability to manage a wide range of administrative tasks, such as responding to patients' calls, scheduling appointments, maintaining detailed patient records, and ensuring the smooth running of work operations.
* In-depth knowledge and understanding of EHR system, medical terminology, HIPPA compliance, and care supervision.
* Able to provide an exceptional level of care service and support, while consistently completing work ahead of schedule to propel organizational productivity and enhance patient satisfaction.
* Elite communicator distinctively committed to establishing strong working relationships with colleagues, senior management, and other healthcare providers to guide and care for patients.

Professional Experience

Titanium Healthcare LLC, West Covina, CA

**Patient Care Coordinator,** 12/2019 to 06/2020

Rendered exceptional care services to patients to improve their overall well-being. Identified community resources to address patient’s needs related to housing, transportation, and food banks. My goal is to develop powerful personal marketing documents for you; therefore, more information about your day-to-day responsibilities in this position would be helpful to create a winning resume.

*Selected Contributions:*

* Delivered excellent patient care services that increased scheduled appointment retention rates by 80%.
* Do you have more measurable accomplishments that we can list here?

Other Experience

Panera Bread, Pico Rivera, CA

**Associate Trainer,** 09/2017 to Present

Again, please send along a few notes about your duties in this position, and I will develop a job description.

*Selected Contributions:*

* Achieved three promotions (associate, associate trainer, and team leader) within the two years.
* Southern California district manager flew me and a manager out to northern California for a week to help train a struggling café. Please elaborate on this achievement.
* Reduced ticketing times from 17min to 3 mins within a few days.

Baskin Robbin, West Covina, CA

**Manager,** 07/2015 to 09/2017

Could you tell me a little about your day-to-day responsibilities in this job?

*Selected Contributions:*

* Credited with increasing 40% sales through schedule writing, inventory tracker, and social media accounts.
* Drove sales growth that recognized by the district manager during a quarterly meeting.

Educational Background

**Bachelor of Science in Kinesiology - Health Program**

California State Polytechnic University, CA

Professional Associations

Member, Kinesiology,s and Health Promotion Club (KHP) | Cal Poly Pomona