

# Juliana Diaz

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## Professional Experience

### KINDRED HOSPITAL PARK VIEW, SPRINGFIELD, MA UNITED STATES

*Receptionist, May 2009 – present*

- Greet and direct family members, patients, employees and potential customers in to our facility.
- Perform clerical duties such as typing, proofreading, and sorting mail.
- Keep records of calls placed and received, and of related toll charges.
- Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary.
- Monitor alarm systems in order to ensure that secure conditions are maintained.
- Operate paging systems or other systems of bells or buzzers to notify recipients of incoming calls.
- Relay and route written and verbal messages.
- Contact security staff members when necessary, using radio-telephones.
- Use of Meditech computer program to access, update daily census and print ADR'S for new admissions.
- See new admissions on a daily basis to sign paperwork and greet them in to our facility.
- Update directory information.
- Investigate and direct patient inquiries or complaints to appropriate medical staff members and follow up to ensure satisfactory resolution.
- Dietary and Hospitality experience. Dietary dept. in charge of Selective Menus, which consist of visiting patients to select their meals based on their assigned diets.

### GENESIS HEALTH CARE, AGAWAM, MA UNITED STATES

*Receptionist/switch board, Mar 2009 – May 2009*

- Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.
- Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary.
- Page individuals to inform them of telephone calls, using paging and interoffice communication equipment.
- Enter a new bullet point

### JFK MEDICAL CENTER, ATLANTIS, FL UNITED STATES

*Unit Secretary, Jan 2000 – May 2007*

- Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Schedule appointments, and maintain and update appointment calendars.
- File and maintain records.
- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Greet visitors, patients, family members, vendors and fellow employees entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.

## Education

### EDIC COLLEGE, CAGUAS, P.R UNITED STATES

*LPN, September 1989*

## Additional Skills

- BLS certified
- Bilingual/Fluent in Spanish and English
- Skilled in Meditech computer program.

