Melissa Rucci

25F Amato Drive • South Windsor, Connecticut 06074 • Tel.: (860) 982-7479 • mrucci82@hotmail.com

**Summary**

* More than **9 years customer service experience** with reputable companies such as Hartford Hospital, GMAC, and

TD Banknorth.

* Maintain a **working knowledge of medical terminology** exercised to record and interpret patients’ information.
* Able to interact effectively and in a supportive manner with persons of all ages and backgrounds.
* Proven ability to **work well under pressure** and **thrive in a fast paced environment**.
* Developed **superior interpersonal skills** through over the phone and face-to-face contact.
* Lead in **promoting a teamwork initiative** to assist the medical receptionist team in working more productively together.
* Regularly use computer skills to assist in job functions, such as **Microsoft Excel for scheduling**.

**Background and Experience**

2009-November 2010, Medical Receptionist, Joel Miller MD. PC. Bloomfield, CT

* Manage front desk operations in computerized and manual scheduling of patients.
* Provide efficient and professional telephone services.
* Greet patients and agency visitors, directing all people to the appropriate locations and services in courteous a manner.
* Maintain open lines of communication between patients, physician, staff, and laboratory personnel.

2008-2009, Patient Administrative Associate, Cardiology Unit at Hartford Hospital, Hartford, CT

* Manage a medical front desk for a fast paced unit.
* Organize desk activities. Transcribe orders. Maintain accurate records.
* Watch monitors and obtain rhythm strips and interpret.
* Coordinate patient testing and treatments with professional staff and other departments.
* Interface with a wide variety of health care professionals and a culturally diverse patient population.
* Greeted patients and agency visitors; directed all people to the appropriate location and services; was courteous, polite and helpful to the public and clients at all times when representing the hospital.
* Maintain open lines of communication between patients, physician, staff, and laboratory personnel.
* Assist staff [nurses](http://www.sampleresumetemplates.com/medical_resume_sample.html) with initial assessment of patients upon admission; reported changes in patients’ conditions and other matters of concern for immediate resolve.
* Interface directly with a diverse population of patients and customers, responding to various inquiries and concerns. Screen and prioritize a high volume of calls.
* Respected and maintained privacy and dignity of agency clients; assured client confidentiality at all times.
* Maintained forms and office supplies required for front desk activities in an organized manner.

2007, ***collector/portfolio specialist***, Billing Collections, Semperian/GMAC 400, Rocky Hill CT

* Provide effective results for clients on making decisions and problem solving
* Respectably dealt with client’s collection issues through associated companies
* Completed customer follow-up calls in accordance with procedures to ensure customer satisfaction and retention.
* Ability to set priorities well and multitask.

2002-2007, ***Teller***, Retail Banking, American Savings Bank/TD Banknorth, Berlin, CT

* Developed superior customer and employee relationships
* Handled unusual or difficult customer problems either through direct personal actions or referral to the proper associate/department.
* Ensured that own work as well as others was is compliance with bank policy
* Served as a mentor to less experienced staff. Performed other duties and tasks as assigned.
* Consistently exhibited ability to meet if not exceed branch goals
* Participated, planned, and led in the promotion of branch products
* Protected the interest of the bank and minimized loss through adherence to security measures and other policies and procedures.

**EDUCATION**

**Manchester Community College,** Manchester, CT

***General Studies,*** 2010