**ANGELINA A. FURNISS**

(203) 213-1981 47 Maple St, Unit 2

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**Office Assistant**

**Summary**

Works well with diverse populations, detailed oriented, accurate and focused. Exceptional customer service skills, multitask, and trustworthy in confidential documents. Highly effective communication skills, verbal and written. Increasing responsibilities, well organized and prioritizing. Computer skills include *Word, Excel*, and *Internet savvy*.

**CORE SKILLS**

* Multiple phone lines Scheduling appointments Order Processing
* Reception Insurance payments Partially Optician
* Patient billing Customer Service

**Employment History**

Dr. Amy Himmelstein, O.D. Bristol, CT 2006 to Present

**Receptionist**

* Manage front desk in areas of scheduling appointments, collecting patient co- payments, and applying insurance payments to accounts
* Answer multiple phone lines for routine and medical appointments and optical orders
* Type and file patient records, confirm appointments and notify patients of contact lens and eyeglass purchases
* Order contact lenses and package glasses for mailing to labs
* Computerize inventory of frames and organize lab and manufacturer invoices
* Instruct patients on contact lens insertion and removal

Medical Outpatient Services Cheshire, CT 2004 to 2006

**Customer Service Representative**

* Answered multiple phone lines and typed daily orders
* Organized and filed appropriate paperwork
* Typed nurses orders and inputted into excel database
* Interacted with nurses and facilities daily
* On-Called after hours for emergency and new patients
* Learned all medical products in the warehouse

**EDUCATION**

GATEWAY COMMUNITY COLLEGE, New Haven, CT

**Associates Degree-Administrative Assistant**