***Arlise M. Rivera***

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**OBJECTIVE**

To secure a professional position in an established company that offers room for growth and advancement.

**QUALIFICATIONS**

* An organized and team oriented individual who can multi-task and has no problem adapting
* Patient/Customer Service Skills, Quick Learner, Medical Terminology, Appointment Setting
* Microsoft Office Software, Email, Internet, File, Photocopy, Fax, Telephone Techniques, Type (50 WPM)
* Excellent time-management and organizational skills
* Bilingual

**EDUCATION**

**InterAmerican University -Guayama Campus** **Guayama, PR**

*Bachelors of Arts in Office Administration**2004*

**EMPLOYMENT**

**Essential Medicine Institute** **Guayama, PR**

***Medical Office Administrative Assistant*** *01/2005 to 07/2008*

* Greet patients and agency visitors, directing all people to the appropriate locations and services in a courteous, polite and helpful manner.
* Respect and maintain privacy of agency clients, assuring client confidentiality at all times.
* Provide efficient and professional telephone services.
* Other duties include: Registering patients according to agency protocols, determining the financial status of patients and their eligibility for hospital/medical services, assisting patients in correctly completing appropriate forms, and documenting all information according to hospital/office protocol.
* Scheduled appointments for patients according to established procedures.
* Collected and posted fees according to protocol; prepared and balanced daily financial registers and submitted all forms and fees to the fiscal department.
* Maintained forms and office supplies required for front desk activities.
* Secured the building at the close of each working day and performed loss prevention activities.
* Daily responsibilities included assuring the readiness of the reception area, opening the building at the designated time and having all front desk services fully operational at the start of business hours.

**Alejandro Buitrago Hospital** **Guayama, PR**

***Medical Records Clerk*** *06/1997 to 07/2000*

* Organized patient records as per the causes and dates.
* Performed the task of filling and retrieving medical records.
* Maintained the list of patients on daily basis.
* Created medical records of patients
* Ensured all required information is included in medical report or not.
* Sorted patient requests according to predetermined priorities in hospital.
* Maintained the patient record as per the history number.

**REFERENCES**

Will be given upon request