

Professional Experience

Medical Receptionist

HRH **Clinic**, Los Angeles, CA | December 2015 - Present

- Greet patients and triage them for a busy 100 patient/day practice
- Schedule patient appointments and reschedule appointments when needed
- Schedule appointments with secondary health providers on behalf of patients
- Created a new scheduling system that increased patient flow and taught the new system to three other receptionists
- Maintain office inventory and order new supplies as required for vendors

Medical Receptionist

Downtown Medical, Los Angeles, CA | August 2005 - December 2015

- Greeted patients on arrival — three physician practice with over 500 patients
- Scheduled and rescheduled patient appointments
- Maintained office and medical supply inventories and ordered new supplies as required
- Negotiated with the vendors on prices and dropped monthly supply costs by 15%.
- Answered phone calls in a professional and friendly manner while supplying the required information
- Maintained office books, including payments, receipts and payroll

Education

High School Diploma

North Los Angeles High School, Los Angeles, CA | September 2001 - June 2005

Certifications

- ◆ Health Care Administration Certificate, Los Angeles Medical Institute, 2007

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Patient-focused and detail-orientated **medical** receptionist with over 15 years of experience. Strong administrative skills, including managing physician schedules, inventory management, scheduling patient appointments and patient records management. Personable and professional in all interactions with patients and staff members. Fluent in English and Spanish.

Key Skills

- **Excellent Communication Skills**
- Data Entry
- Customer Service
- Scheduling and organization