

SKYLER THOMPSON

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EDUCATION

Bachelor of Arts (B.A.) Communication

Columbia University,
New York, NY
September 2016 - May 2021

KEY SKILLS

- ◆ Administrative Support
- Electronic Medical Records (EHR)
- Communication
- Patient Relations
- Microsoft Office Suite

A Medical Office Specialist with entry-level experience specializing in administrative support, patient relations, communication, and calendar management. Adept at managing clerical tasks, patient files, and scheduling to support daily office operations.

PROFESSIONAL EXPERIENCE

Medical Office Specialist

West Ave Medical, New York, NY | October 2021 - Present

- Manage phone inquiries from patients, oversee scheduling for appointments, conduct interviews to create patient files and obtain medical history, and communicate calmly and empathetically with patients experiencing pain and distress
- Organize electronic medical records in compliance with HIPAA regulations, perform data entry for patient health insurance benefits, and submit claims for healthcare services
- Coordinate with patients to reconcile past due payments, create payment plans, and identify solutions to eliminate aging accounts receivable

Receptionist

Columbia Student Center, New York, NY | May 2020 - October 2021

- Fielded phone inquiries from students, alums, and parents, identified appropriate departments to transfer parties, and provided information on upcoming school events, fundraisers, amenities, and academic services
- Scheduled and managed appointments for academic advisors using Google Suite