

CRISTINA TAPIA

764 PETAL MIST LANE SPRING HILL,FL,34604

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Career Objective:

To obtain a position as an administrative assistant where I can effectively deal with all administrative functions and add valuable resources in a renowned organization.

Experience

- Front Desk Receptionist February 2019-Present

Verimed Health Group 7611 Cita Lane Suite 101 New Port Richey, FL34653

Supervisor: Julissa Ortiz & Yani Fernandez Phone Number: 727-376-9400

- Handle responsibilities of greeting patients and answering multiple phone calls
- Explained insurance coverage to patients/ Verified insurance
- Scan medical records
- Scheduled patient appointments
- Explained clinic policies
- Received payments from patients, recorded them into the database
- Verified insurance
- Monitor the patient's flow into the consulting and treatment rooms
- Acted as a liaison between Dr. Varkey and patients by relaying information correctly
- Experienced with Eclinicalworks
- Verified end of activity transaction was correct
- Process medical records to patients and other providers
- Schedule MRI,CT,ECHO, MAMMOGRAM, ULTRASOUNDS, ETC With Excel Medical Imaging
- Send out contact letters to patients if missed an appointment
- Noted any messages for Dr. Varkey, Office Manager, Referral Coordinator, and Medical Assistant
- Membership log for Optimum, Freedom, Wellcare, and Careplus insurance

- Front Desk Receptionist: December 2018 – February 2019

Page Chiropractic Life Center 6705 South Red Road #702 Coral Gables, FL, 33143

Supervisor: Dr. Raymond Page & Dolmari Page Phone Number: (305)662-6433

- Handle responsibilities of greeting patients and answering multiple phone calls
- Explained insurance coverage to patients/ Verified insurance
- Scan medical records
- Scheduled patient appointments
- Explained clinic policies
- Received payments from patients, recorded them into the database
- Monitor the patient's flow into the consulting and treatment rooms
- Noted any messages for Dr. Page
- Prepared procedure rooms in accordance to Dr. Page's instructions
- Acted as a liaison between Dr. Page and patients by relaying information correctly
- Experienced with Chiro Care system

- Verified end of activity transaction was correct
- Library Student Assistant ▪ August 2015 – February 2016
Pasco Hernando State College ▪ 10230 Ridge Rd, New Port Richey, FL 34654
Supervisor: Ray Calvert Phone Number: (727) 847-2727
 - Assisted students with computer & WI-FI issues
 - Made student & employee ID cards
 - Check out items for students and staff
 - Check back items
 - Assisted students or staff over the phone
 - Operate the switch board with multiple lines
 - Emptied book drops and transport books or materials into the branch for processing and re-shelving.
 - Knowledge of the Library of Congress filing system.
- Ticket Associate ▪ March 2017- November 2017
North American Midway Entertainment ▪ P.O Box 429, Farmland, Indiana
Supervisor - Holly Thorsteinson Phone Number: (601)862-1590
 - Scheduled ticket sellers for their shifts
 - Assign ticket sellers to the booth they would be working that day
 - End of the night deposit the gross of the day to the payroll office
 - Regularly collect the money from the ticket sellers
 - Create a float for each seller for the shift
 - Exchange large amount(s) of bills into smaller quantities
 - In communication with all supervisors
 - Drug screening
 - Employment training
 - Reviewed applicants paperwork
 - Assisted with ticket inventory
 - Corrected any issues with the debit/credit card machines
- Guest Services Representative ▪ March 2012 – April 2015
North American Midway Entertainment ▪ P.O. Box 429, Farmland, Indiana
 - Phone Number (850)776-4210; Supervisor – Cynthia Coetzee (King)
 - Provided general information to guests.
 - Operate office machinery, including photocopiers, scanners, telephone and voicemail systems, and computers
 - Performed first aid to fellow employees.
 - Corrected any ticket seller error
 - Communicated with customers, employees, and others to answer questions, address complaints, explain information, and take orders.
 - Interview local help.
 - Drug screening.
 - Employment training.
 - Assisted other departments when needed
 - Exchange ticket(s) for wristband(s) or vice-versa
 - Handling large amount of funds
 - Written incident reports for guest or employee
 - Handled workers comp

- Library Page– January 2013 – May 2014
Miami Dade County Library (Pinecrest Location) 5835 SW 111TH ST, Pinecrest, FL, 33156
 - Phone Number (305) 668-4571 Supervisor: Ellen Book
 - Discharges, arranges, and shelves books and other materials for use.
 - Assist patrons with routine questions and locating materials.
 - Pack books and materials for delivery to other libraries or outside vendors.
 - Processed materials received from other libraries for circulation.
 - Emptied book drops and transport books or other materials into the branch for processing and re-shelving.
 - Maintained neatness and orderliness of a program or branch area and/or library grounds.
 - Assist at a public service desk.
 - Answer questions over the phone.
 - Knowledge of the Dewey Decimal filing system.

- Front Desk Receptionist- November 2014 – December 2014 (Temporary Position)

Dr. Isaac Haber Orthodontics- 8701 SW 137th Ave #102 Miami, FL 33183

- Phone Number (305) 386-0068 Supervisor: Dr. Isaac Haber
- Answer phone calls
- Assist patients to the best of my ability
- Confirm insurance
- Notify Dr. Haber when patients arrived
- Scheduling patients
- Keeping the front lobby clean
- Operate office machinery, including photocopiers, scanners, telephone and voicemail systems, and computers
- Remind patients of future appointments

- Cashier/ Sales Associate June 2012-September 2012 (Seasonal Position)

Champs Sports Dolphin Mall 11401 NW 12TH Street Miami, FL 33172

Phone Number (305) 463-7081 Supervisor: Jason Scruggs

- Operating cash register
- Assisting customers
- Giving information on store products
- Stocking store products on display
- Sweeping and mopping the floor.
- Daily sales goals

Core Competencies:

- Fluent in English and Spanish
- Extensive knowledge in Microsoft Windows; Excel, Word, and Power Point
- Ability to communicate effectively in a caring and supportive manner
- Knowledge of handling and operating office equipment

- Possess excellent telephone etiquette and organizational skills
- Ability to work effectively, accurately and efficiently under pressure
- More than four years of customer service skills

Education

- Pasco-Hernando State College (Online)
- Miami Dade College : May 2013
- Felix Varela Senior High School 2012

References

- Lara Bukens PH: (786)282-5272
- Holly Thorsteinson PH: (601)862-1590