

Leanna Rosario

Orlando, FL 32807

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Authorized to work in the US for any employer

WORK EXPERIENCE

Administrative Assistant/Assistant Office Manager

Rattle snake security - Orlando, FL -

2016-12 - 2017-06

- Organizing and scheduling appointments with admin software
- Planning meetings
- Preparing reports
- Write and distribute email, correspondence memos, letters, faxes and forms
- Payroll

Operator

Advanced Womens Health Specialist - Lake Mary, FL -

2015-07 - 2016-12

- Answers
- Routes incoming calls
- Schedule appointments
- update patient profiles

Front Desk Receptionist

Poinciana medical clinic - Kissimmee, FL -

2014-09 - 2015-07

Responsibilities

Scanning, faxing , filing , insurance verification , referrals

Accomplishments

Learned how to better my customer service skills

Skills Used

Excellent customer service skills, calling patients , making appointments

Front Desk/ Info Specialist

IMA Medical Center -

2014-01 - 2014-09

Hands-on experience in giving information and answering questions

- Demonstrated ability to deal with phone and email inquiries
- Analyze health insurance benefits and verify insurance eligibility
- Greeted and assisted and directed patients
- Very organized in filing, entering patient information and keeping documents in order
- Do events and take vitals and glucose test

Front Desk Receptionist

Orlando Family Physicians -

2013-04 - 2013-12

Front Desk

- Answering incoming calls that are high volume on a multi-line telephone system
- Scheduling patients on a daily for transportation and doctor's appointments
- Obtained medical records from hospitals, specialists and other medical offices
- Analyze health insurance benefits and verify insurance eligibility

Cashier

IKEA -

2012-11 - 2013-04

Sales

- Provide customer service for and handle the payments of hundreds of customers daily
- Maintain and restock inventory
- Greeted dozens of customers daily at front door, offering assistance with purchases

Cashier/Shift Manager

Dunkin Donuts -

2010-01 - 2012-03

Sales

- Provide customer service for and handle the payments of hundreds of customers daily
- Maintain and restock inventory
- Greeted dozens of customers daily at front door, offering assistance with purchases

Receptionist/ Member Services

Premier Health Network -

2009-01 - 2009-12

Made sure all medical supplies were delivered and patients were pleased

- Make sure that there experience to our offices was pleasant
- Called and verified that there transportation was on time

EDUCATION

BA in Psychology

Keiser University

2013-06 - Present

Diploma

Colonial High School

2009-06

SKILLS

Microsoft word, Excel

ADDITIONAL INFORMATION

Skills

- Knowledge of using Microsoft Office, Excel, Word, Power Points and some of Quick books
- Able to answer phones, take notes and treat customers with respect especially under high volume times
- Have great customer care skills
- Very organized with filing, data entry, and scanning documents
- Have great time management skills with task that are brought upon me
- Bilingual in "Spanish"
- Type 45 words per minute