



# JESSICA ENGLISH

Receptionist 📍 LOS ANGELES, CA 90291, UNITED STATES

## ○ DETAILS ○

1515 Pacific Ave, Los Angeles, CA  
90291, United States  
[example@email.com](mailto:example@email.com)

PLACE OF BIRTH  
San Antonio

NATIONALITY  
American

DRIVING LICENSE  
Full

## ○ LINKS ○

[Linkedin](#)

[Facebook](#)

## ○ SKILLS ○

CRM Software

Zoho

SAP

MediCare

Automate

Well Groomed  
Reliable  
Organized  
Eloquent  
Diplomatic

## ○ LANGUAGES ○

English

Spanish

## 👤 PROFILE

*Professional receptionist with strong interpersonal skills and a friendly disposition. Excellent multi-tasking abilities coupled with a diplomatic personality to handle customer complaints with utmost courtesy. Familiar with numerous phone system management tools, scheduling software systems and presentation applications.*

## 📁 EMPLOYMENT HISTORY

### Night Receptionist at On Point Telecoms, Reno

September 2017 – Present

*Experienced in night desk working and coordination of night call outs for technicians. Handle on average 19 call out emergencies during each shift.*

- Answer incoming calls and respond to client inquiries
- Coordinate all night office duties such as faxing and photocopying documents to be ready for the next morning's meetings
- Monitor office supply stock and kitchen supplies
- Maintain daily intake of sales information into database and prepare support for management
- Schedule and coordinate after hour activities of technical support staff and organize after hour call outs if needed.
- Audit cash drawers and maintain daily log of overages and shortages.
- Communication liaison between day and night staff.
- Manage international and domestic shipping via FEDEX an UPS

### Receptionist at Commercial Auto Parts, Tewksbury

May 2014 – August 2017

*Handle 100 customer calls daily and service an average of 45 walk-in clients on weekdays.*

- Resolve client service complaints and answer customers' questions regarding policies and procedures in a professional manner
- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems
- Clerical duties, typing, copying, manning the switchboard, faxing, emailing and scheduling
- Check customers in and out up to 50 on a daily basis
- Assisted in the training of new employees, regarding clock in and clocking out times, access cards, visitor passes, time sheets and general work procedures and company policies

### Junior Receptionist at Dove Medical Clinic, Daytona

February 2013 – February 2014

*Proofread and type up to 20 insurance contracts per day with an average typing speed of 80 words per minute.*

- Manage the front desk in areas of computerized processes utilizing E-Clinical
- Conduct scheduling, billing and collections, medical records and insurance claims activities
- Transfer patient's paper charts to electronic charting and CRM systems

- Train junior reception clerks in all areas of front desk management and patient relations
- Ensure open lines of communication between patients, staff and physicians
- Answer phones and direct callers to relevant departments
- Give feedback to patients and staff regarding progress of test results and prescription deliveries
- Conduct patient registration, checking /checkout and direct families to waiting rooms
- Responsible for patient reminder calls, appointment booking, payment processing / co-payments, referrals, lab ordering, as well as insurance verification
- Handle office equipment for example multi-lines consoles, fax machines, scanners, and credit card machines

## EDUCATION

### Lincoln Technical College, Indianapolis

May 2012 – November 2012

**Degree: Medical Receptionist Certificate**

### Purdue University Global, San Diego

January 2010 – February 2011

**Degree: Diploma in Healthcare Administration**

Course Curriculum:

- Healthcare research methods
- Organizational behavior and communication
- Teamwork in healthcare organizations
- Information technology in healthcare
- Healthcare economics
- Risk management

## INTERNSHIPS

### Front Desk Administrator at Seattle North Hospital, Seattle

February 2010 – May 2011

*Employed as a weekend intern working every second Saturday of the month*

- Clerical duties include, typing, copying, manning the switchboard, faxing, emailing and scheduling
- Extensive experience in Windows/Apple OS experience, Office/Outlook and able to type 55 wpm. Handle a PABX system with 120 extensions.