

Jessica English



Receptionist

Address	1515 Pacific Ave, Los Angeles, CA 90291, United States	Email	example@email.com
Place of birth	San Antonio	Nationality	American
Driving license	Full	Links	LinkedIn , Facebook

01 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.

02 EMPLOYMENT HISTORY

09/2017 – Present

Night Receptionist at On Point Telecoms

Reno

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

05/2014 – 08/2017

Receptionist at Commercial Auto Parts

Tewksbury

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

02/2013 – 02/2014

Junior Receptionist at Dove Medical Clinic

Daytona

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

03 EDUCATION

05/2012 – 11/2012

Lincoln Technical College

Indianapolis

Medical Receptionist Certificate

01/2010 – 02/2011

Purdue University Global

San Diego

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

04 SKILLS

CRM Software	● ● ● ● ●	Zoho	● ● ● ● ●
SAP	● ● ● ● ●	MediCare	● ● ● ● ●
Automate	● ● ● ● ●	Well Groomed	● ● ● ● ●

Reliable

Organized

Eloquent

Diplomatic

05 LANGUAGES

English



Spanish



06 INTERSHIPS

02/2010 – 05/2011

Front Desk Administrator at Seattle North Hospital

Seattle

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.