

Jessica English, Receptionist

1515 Pacific Ave, Los Angeles, CA 90291, United States, example@email.com

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Linkedin](#), [Facebook](#)

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

Sep 2017 – Present **Night Receptionist, 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

May 2014 – Aug 2017 **Receptionist, 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

Feb 2013 – Feb 2014 **Junior Receptionist, 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

EDUCATION

May 2012 – Nov 2012 **Lincoln Technical College, Medical Receptionist Certificate** Indianapolis

Purdue University Global, 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

SKILLS	CRM Software	Expert	Zoho	Experienced
	SAP	Experienced	MediCare	Experienced
	Automate	Experienced	Well Groomed	
	Reliable		Organized	
	Eloquent		Diplomatic	

LANGUAGES	English	Native speaker	Spanish	Highly proficient
------------------	---------	----------------	---------	-------------------

INTERNSHIPS

Feb 2010 – May 2011

Front Desk Administrator, 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.