

Skyler Thompson

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Profile

- A dynamic medical receptionist with five years of experience specializing in administrative support, operations management, and patient relations. A proven track record of interfacing effectively with diverse patient populations and successfully improving satisfaction scores.

Education

- Associate of Science (A.S.) in Health Care Administration | UNIVERSITY OF WASHINGTON, Seattle, WA | 2019

Certifications

- Certified Medical Administrative Assistant, National Health Career Association | 2019

Key Skills

- Medical billing
- Customer service
- EHR
- HIPAA regulations
- Patient relations

Professional Experience

MEDICAL RECEPTIONIST | OLSEN ORTHOPEDICS, SEATTLE, WA | JULY 2021 – PRESENT

- Perform data entry for electronic medical records, verify patient records and insurance information, collect copays, and communicate effectively with patients to create payment plans, resulting in a 15% reduction in outstanding balances
- Provide quality service to 60 to 200 patients per day and collaborate with office and medical teams to enhance the delivery of patient care, contributing to a 92% patient satisfaction rating
- Conduct appointment scheduling, field phone inquiries, and manage physician calendars

MEDICAL RECEPTIONIST | WINSLOW ORTHOPEDICS, SEATTLE, WA | JUNE 2019 – JULY 2021

- Delivered administrative support for an orthopedic office with 400 active patients, including appointment scheduling, medical billing, patient intake, and recordkeeping
- Monitored medical supply inventory and interfaced with vendors to purchase new medical equipment and supplies