

RW

Rachel Williams

Highly organized Front Office Administrator with over 5 years of experience managing client-facing administrative functions. Known for excellent communication skills, client service, and a knack for maintaining efficient office operations.

CONTACT



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LinkedIn | Portfolio



Miami, FL 33101

KEY SKILLS

- Client Services
- Appointment Scheduling
- Office Management
- Insurance Verification
- Communication

Professional Experience

FRONT OFFICE ADMINISTRATOR | METRO HEALTH CLINICS, MIAMI, FL
MARCH 2018 - PRESENT

- Greet patients, manage patient intake, and ensure all patient information is accurately documented.
- Schedule appointments, confirm patient visits, and manage cancellations to optimize physician schedules.
- Handle all patient inquiries via phone, email, and in person, ensuring a high level of customer service.
- Process insurance verifications and manage patient co-pays and billing information.

ADMINISTRATIVE ASSISTANT | BRIGHT HORIZONS FAMILY SERVICES, MIAMI, FL

JANUARY 2016 - FEBRUARY 2018

- Supported a busy office environment by managing incoming calls, scheduling meetings, and coordinating office activities.
- Assisted in the preparation of client communications and documents.
- Ensured office equipment was maintained, and supplies were ordered as needed.

Education

- Associate of Science in Office Administration
Miami Dade College, Miami, FL | May 2015