

# SL

# Samantha Lee

## Health Care Receptionist

Health care receptionist with over three years of experience managing patient appointments, maintaining records, and providing administrative support at Johnson & Johnson and Pfizer.

## CONTACT



(555) 123-9876



email@example.com



LinkedIn



Houston, TX

## KEY SKILLS

- EHR and health care software
- HIPAA compliance and confidentiality management
- Patient records management
- Patient scheduling and appointment management
- Customer service and satisfaction

## Professional Experience

SENIOR HEALTH CARE RECEPTIONIST | JOHNSON & JOHNSON, HOUSTON, TX  
JUNE 2019

- Schedule over 100 patient appointments per week, optimizing the health care team's time and improving service delivery
- Handle over 50 patient inquiries per day, providing accurate information and improving patient satisfaction by 20%
- Established new electronic health records system that increased data accuracy by 30%

HEALTH CARE RECEPTIONIST | PFIZER, PHOENIX, AZ  
MAY 2018 - MAY 2019

- Managed appointment scheduling, rescheduling, and cancellations for a team of 10 health care professionals
- Updated patient records, reducing record errors by 15%
- Handled patient inquiries with a focus on excellent customer service and maintaining patient confidentiality

## Education

- Bachelor of Science in Health Administration  
University of Phoenix, Chicago, IL
- Associate of Science in Health Information Technology  
DeVry University, Chicago, IL

## Certifications

- Certified Medical Administrative Assistant (CMAA) | National Health Career Association
- Certified Professional Coder (CPC) | American Academy of Professional Coders
- Certified Medical Manager (CMM) | Professional Association of Health Care Office Management