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Raheem Richardson

Medical Receptionist

CONTACT



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LinkedIn | Portfolio



New York, NY 12345

EDUCATION

- Associate of Science (A.S.) in Health Care Administration
University of Syracuse, New York, NY | May 2014

KEY SKILLS

- Office management
- Clinical operations
- Team management
- Patient relations
- Process improvement

ABOUT ME

An office manager with 10 years of experience within the medical field, specializing in operations management, clinical workflows, and inventory management. A strong history of leading diverse administrative teams and managing operations for high-volume medical offices.

PROFESSIONAL EXPERIENCE

MEDICAL OFFICE MANAGER | CORBIN MEDICAL CENTER, NEW YORK, NY
FEBRUARY 2018 - PRESENT

- Manage all aspects of daily office operations for a high-volume medical center with over 4,000 active patients, establish scheduling procedures, and identify process improvement opportunities to improve operational effectiveness
- Lead a team of eight front-desk receptionists and administrative assistants, oversee staffing and resource allocation, and ensure regulatory compliance
- Coordinate cross-functionally with medical personnel to enhance clinical workflows and improve the patient experience, resulting in a 94% satisfaction rating in 2023

MEDICAL RECEPTIONIST | HIGHLAND MEDICAL OFFICE, NEW YORK, NY
JUNE 2014 - FEBRUARY 2018

- Coordinated office operations and administrative functions, performed patient scheduling, managed calendars, and oversaw billing processes for a medical office with 600 patients
- Collaborated with physicians and nurses to identify process gaps and enhance the efficiency of clinical workflows

CERTIFICATIONS

- CERTIFIED MEDICAL RECEPTIONIST (CMR) | AMERICAN MEDICAL TECHNOLOGISTS | APRIL 2016
- CERTIFIED MEDICAL ADMINISTRATIVE ASSISTANT | NATIONAL HEALTH CAREER ASSOCIATION | APRIL 2014