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Carol Lee

Front Desk Medical Receptionist

Recent medical administrative assistant graduate with externship hours in a dermatology clinic and two years of customer service at a busy pharmacy counter. Familiar with HIPAA, EHR check-in workflows, and copay collection. Looking to start as a front desk receptionist in a primary care or specialty practice.

PROFESSIONAL EXPERIENCE


Front Desk Externship (180 hours) | Jan 2024 - Apr 2024
Saguaro Dermatology Associates, Tucson, AZ | Jan 2024 to Apr 2024

- Checked in around 45 patients per day in NextGen, confirming demographics, insurance cards, and consent forms
- Scanned ID and insurance cards into patient charts and flagged expired policies for the billing coordinator
- Answered the overflow phone line and scheduled cosmetic consults using the provider's preferred templates
- Shadowed the billing lead on eligibility checks for Medicare Advantage plans

Pharmacy Customer Service Associate | 2022 - 2024
Copper Hills Pharmacy, Tucson, AZ | 2022 to 2024

- Greeted up to 150 customers per shift at a high-volume independent pharmacy
- Took prescription drop-offs and pickups, verifying date of birth and insurance details for each transaction
- Resolved billing questions at the register and called insurance plans for rejections during slow periods

CONTACT INFORMATION

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EDUCATION

- Certificate, Medical Administrative Assistant, Pima Community College, 2024
- Certified Electronic Health Records Specialist (CEHRS), NHA, 2024

KEY SKILLS

- NextGen EHR
- Patient check-in
- Insurance card scanning
- HIPAA basics
- Appointment scheduling
- Copay collection
- Multi-line phones
- Microsoft Office
- Customer service
- Spanish (basic)