





MARISOL TAVARES


Front-desk receptionist with 5 years across medical and corporate offices. Comfortable juggling a busy multi-line phone system, walk-ins, and back-office admin tasks at the same time. Known for keeping the lobby calm during heavy check-in windows.

CONTACT INFORMATION

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 Providence, RI

KEY SKILLS

- Multi-line phone systems (Cisco, RingCentral)
- Athenahealth and Epic scheduling
- Microsoft Outlook and Teams
- Insurance verification and copay collection
- Visitor sign-in (Envoy, Greetly)
- Calendar management for 8+ providers
- Bilingual: English and Portuguese
- HIPAA compliance
- Mail sorting and FedEx/UPS shipping

PROFESSIONAL EXPERIENCE

February 2022 - Present

Lead Receptionist | Halewood Orthopedic Group | Providence, RI

- Greet 90-110 patients per day, verify insurance, and collect copays at check-in
- Train two new front-desk hires each year on Athenahealth scheduling and HIPAA intake
- Reduced no-shows by sending two-touch reminders (text + call) the day before appointments
- Handle a 6-line phone system, routing roughly 60 calls a day to the correct provider or billing
- Restock lobby and coffee station, and flag any maintenance issues to the office manager

June 2020 - January 2022

Receptionist | Banister & Cole CPAs | Warwick, RI

- Booked tax-season appointments for 9 CPAs, often slotting 40+ client meetings per week
- Scanned and filed client returns into ShareFile, keeping the paper backlog under one week
- Ordered supplies on a \$1,800 monthly budget and reconciled receipts for the office manager
- Set up the lobby coffee bar and refreshments during the April rush, drawing positive client comments

EDUCATION

Associate of Applied Science, Office Administration

Community College of Rhode Island | May 2020

- HIPAA Privacy and Security Certificate, MedCerts, 2022