



Paul Allen

Front Desk Receptionist

Front desk receptionist with 5+ years greeting visitors and routing calls for medical and corporate offices. Known for a calm phone presence during heavy walk-in traffic and for keeping schedules tight when providers run behind. Comfortable with EHR check-in, multi-line phones, and Spanish-English patient intake.

Contact Information



(813) 555-0142



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Tampa, FL 12345

Education

A.A. in Business Administration, St. Petersburg College, 2019

Certified Medical Administrative Assistant (CMAA), NHA, 2022

Key Skills

- Multi-line phone systems (RingCentral, Cisco)
- Athenahealth, Epic check-in
- Microsoft Outlook & Teams scheduling
- Insurance verification & copay collection
- HIPAA compliance
- Spanish-English bilingual intake
- Visitor management (Envoy)
- De-escalation with upset clients
- Calendar coordination across 4+ providers
- Cash drawer reconciliation

Professional Experience

FRONT DESK RECEPTIONIST | BAYSHORE INTERNAL MEDICINE GROUP, TAMPA, FL I 2021 TO PRESENT 2021 – PRESENT

- Check in 78 patients per day across four providers, verify insurance, and collect copays with under \$35 in average drawer variance at close.
- Cut average phone hold time from 4:10 to 1:35 by rebuilding the call tree and adding a callback option for prescription refills.
- Trained 3 new front desk hires on Athenahealth check-in, HIPAA basics, and the no-show recall workflow.
- Reconciled daily charge slips against the schedule and flagged missed billing on roughly 6 visits a week to the billing lead.
- Handle Spanish-language intake for about a third of new patient visits, including consent forms and pharmacy callbacks.

RECEPTIONIST | HARBOR & LANE FAMILY LAW, ST. PETERSBURG, FL I 2019 TO 2021 2019 – 2021

- Greeted clients, opposing counsel, and process servers; managed a 6-line phone system covering four attorneys.
- Scheduled mediations and depositions across attorney calendars, court reporters, and conference rooms with few conflicts.
- Logged retainer checks into Clio and prepared deposit slips totaling about \$18,400 in an average week.
- Built a shared intake form that cut new-client onboarding from 45 minutes to roughly 20.