



Cedric Suzuki

Patient Service Representative

ABOUT ME

Front-desk professional with 2 years of experience in patient intake, phone triage, and cash reconciliation across clinical settings, using Epic and NextGen to process records for over 70 visitors per day. Earned a 93 patient satisfaction score by greeting visitors within 30 seconds, confirming demographics, and resolving concerns before they reached clinical staff.

PROFESSIONAL EXPERIENCE

Patient Service Representative

Winooski Valley Family Health, Montpelier, VT | 2025 - Present

- Earned a 93 patient satisfaction score by greeting each visitor within 30 seconds, confirming demographics, and resolving concerns before they reached clinical staff.
- Managed 83 inbound and outbound phone calls daily on a multi-line phone system, routing messages to 7 providers and returning voicemails within 45 minutes.
- Balanced the daily cash drawer to within \$1.18 of expected totals across 6 consecutive months, reconciling copay receipts and credit card batches each evening.
- Updated patient demographic and insurance fields in Epic for 74 visitors per day, flagging discrepancies for the billing team before end of shift.

Front Desk Receptionist

Green Mountain Walk-In Clinic, Barre, VT | 2024 - 2025

- Answered an average of 67 calls per day, directing patients to appropriate departments and confirming appointment details using NextGen.
- Reconciled the cash drawer at close of business with variances averaging \$0.86, catching transposition errors before deposits were prepared.
- Organized incoming faxes, lab results, and referral documents into provider inboxes, sorting 38 items per shift in HIPAA-compliant workflows.

CONTACT INFORMATION



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EDUCATION

Associate of Science in Health Science

Community College of Vermont,
Montpelier, VT
2022 - 2024

KEY SKILLS

- Epic (scheduling and registration)
- NextGen (practice management)
- Multi-line phone systems
- Microsoft Excel
- HIPAA privacy compliance
- ICD-10 and CPT code reference
- Cash drawer reconciliation
- Patient intake procedures
- Microsoft Outlook