

Janelle Byers

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Professional Summary

Highly-intelligent and organized Hospital Receptionist looking for an opportunity to be of service to a facility in need

Core Qualifications

- Exceptional organizational skills and ability to perform multiple tasks simultaneously
- Great understanding of medical terminology, common procedures, and applications
- Experience operating a switchboard
- Excellent time management and efficiency in all tasks
- Friendly and helpful customer service skills in person and over the phone
- Proficient in common computer programs

Experience

January 2009 to present Salzburg General Hospital, Salzburg, SC Hospital Receptionist

- Guide visitors and patients to the appropriate location within the hospital
- Answer phone calls and transfer to the correct area
- Perform clerical duties such as faxing, copying, emailing, etc.
- Accept payments for services, issued receipts, and filed accordingly
- Take detailed messages and deliver to appropriate person or department
- Call for transport for patients or visitors in need of assistance

March 2005 to January 2009 Dickson Children's Hospital, Dickson, SC Hospital Receptionist

- Answered phone calls to assist with customer inquiries
- Made and confirm appointments with patients
- Drafted and posted signs of direction and instruction throughout the hospital
- Ensured that entryway and lobby is clean at all times
- Ordered office supplies when needed
- Assisted visitors in finding their way throughout the hospital
- Made overhead announcements to all hospital visitors, patients, and personnel

Education

High School Diploma Dickson High School, Dickson, CO