**Zelda James**

7270 Norris Street ● Hamden, CT 66663 ● (899) 999-9999 ● [Email]

**CAREER OBJECTIVE**  
To work for Family Health Unit as a Medical Front Desk Receptionist. Offering strong customer service skills and medical scheduling expertise to attain the utmost level of patient care while providing effective tier one services.

**HIGHLIGHTS OF QUALIFICATIONS**  
• Over 4 years’ experience working as a Medical Front Desk Executive for Hamden Health Services  
• Well versed in greeting patients and providing instructions  
• In depth knowledge of analyzing health benefits and verifying insurance information  
• Proficient in MS Office Suite and word processing software  
• Knowledge of both front office and clinical operations

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| **AREAS OF EXPERTISE** | | |
| ● Phone Triage | ● Patient Registration | ● Appointments’ Setting |
| ● Scheduling | ● Call-Backs | ● Charge Entry |
| ● Check-In/-Out | ● Documents’ Scanning | ● Reconciliation and Deposits |

**WORK EXPERIENCE**

**Medical Front Desk Receptionist** | Hamden Health – Hamden, CT | Sep 2009 – Present

• Greet patients and provide instructions as they come in  
• Perform clerical and administrative tasks  
• Collect patient demographic data  
• Analyze health insurance benefits and verify insurance eligibility  
• Obtain and record patients’ vital signs  
• Receive telephone calls and provide relevant information  
• Schedule and confirm appointments  
• Handle incoming and outgoing correspondence  
• Process requests for medical records

ACCOMPLISHMENTS  
• Promoted from Front Desk Assistant to Receptionist within three months of employment  
• Attained patient loyalty by 90% by providing exceptional first contact services

**Front Desk Assistant** | Hamden Health – Hamden, CT | Jun 2009 – Sep 2009

• Organized mail, packages, and supplies  
• Helped with meetings  
• Took over the front desk responsibilities in absence of receptionist

ACCOMPLISHMENTS  
• Promoted from Front Desk Assistant to Receptionist within 4 months of employment

**EDUCATION & CERTIFICATION**

Hamden Community College – Hamden, CT  
Certification in Medical Front desk Management – 2009

High School Diploma – 2008