**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