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# Zelda James

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

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## 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

## AREAS OF EXPERTISE

- Phone Triage
  - Patient Registration
  - Appointments' Setting
  - Scheduling
  - Call-Backs
  - Charge Entry
  - Check-In/-Out
  - Documents' Scanning
  - Reconciliation and Deposits
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## 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
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#### EDUCATION & CERTIFICATION

Hamden Community College – Hamden, CT

Certification in Medical Front desk Management – 2009

High School Diploma – 2008