|  |  |  |  |
| --- | --- | --- | --- |
| **Nortalent Resume** | | | |
|  | | | **MEDICAL RECEPTIONIST** |
|  | | |
|  | | | |
| |  |  | | --- | --- | | **Contact** | | |  | | | (555) 333-7777 |  | | info@nortalent.com |  | | 555 Nortalent Avenue Chatham, VA 24531 |  | | linkedin.com/in/latron |  | |  | | | **Education** | | |  | | | **Associates in Human Services,**  **May 2008**  GPA: 3.2 Central Virginia Community College  – Lynchburg, VA | | |  | | | **Key Skills** | | |  | | | Medical Terminology | | | Mandarin Proficiency | | | Web and tech savvy | | | Point Click Care ERP | | | HIPAA Regulations | | | Salesforce Case Management | | |  | | | **Awards** | | |  | | | **May 2020**  40 Under 40 Award | | |  | |  |  |  |  | | --- | --- | --- | --- | | **Profile** | | | | |  | | | | | Highly motivated and personable Medical Receptionist with 10+ years of expertise in creating and implementing an efficient and top-quality clinical experience for patients and staff, meeting timely patient intake requirement, and maintaining error free patient records. | | | | |  | | | | | **Professional Experience** | | | | |  | | | | | **Medical Receptionist**  Jacobson & Sons – Chatham, VA | **Sept 2022 - Present** | | | | * Greet and register up to 100 patients and visitors per day, following HIPAA standards, and verifying their personal and insurance information upon arrival. * Manage a multi-line phone system and handle approximately 80 calls per day, serving as the primary point of contact for callers. * Respond to email inquiries within 24 hours of receipt in a proactive manner. * Manage appointments in the patient management system, ensuring that all information is accurate and up to date. | | | | | **Clinical Secretary**  Medical Associates, Alexandria, VA | | **Sept 2018-Aug 2022** | | | * Managed appointments in the patient management system, ensuring that all information is accurate and up to date. * Greeted and registered up to 75 patients and visitors per day, following HIPAA standards, and verified their personal and insurance information upon arrival. * Managed a multi-line phone system and handled approximately 40 calls per day, serving as the primary point of contact for callers. * Responded to email inquiries within 24 hours of receipt in a proactive manner. | | | | | **SECRETARY**  Brooklyn & Associates – Elstone, VA | | | **May 2013-Aug 2018** | | * Greeted and registered up to 50 patients and visitors per day, following HIPAA standards, and verifying their personal and insurance information upon arrival. * Managed a multi-line phone system and handle approximately 20 calls per day, serving as the primary point of contact for callers. | | | | | |