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| **Nortalent Executive Resume** | | | | | | | |
| 555 Nortalent Avenue Chatham, VA 24531 | (555) 333-7777 | info@nortalent.com | | | | | | | |
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| **OBJECTIVE** |  | 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. Looking to leverage my knowledge and experience into a role as Chief of Staff. | | | | | |
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| **PROFESSIONAL EXPERIENCE** |  | **Medical Office Manager**  Jacobson & Sons, Chatham, VA | | | | **September 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. * Manage and developed a Team of 10 receptionists. | | | | | |
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| **Clinical Office Supervisor**  Medical Associates, Alexandria, VA | | | **September 2018 – August 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. * Manages developed a team of 2 receptionists. | | | | | |
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| **Medical Secretary**  Brooklyn & Associate, Elstone, VA | | | | **May 2013 – August 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. | | | | | |
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| **EDUCATION** |  | **Master of Business Administration**  *Radford University, Radford, VA*  *GPA: 3.2* | | | | | **May 2013** |
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| KEY  SKILLS |  | * Medical Terminology * HIPAA Regulations * Custom Contact * Microsoft Office |  | * Point Click Care * Salesforce * Multitasking * Detail Oriented * Self-directed Typing speed of 70 WPM | | | |
| **Portfolio:** [**www.Nortalent.com**](http://www.nortalent.com/)**|Publications:** [**www.LinkedIn.com/in/latron**](http://www.linkedin.com/in/latron) | | | | | | | |