

## PATIENT SERVICE REPRESENTATIVE

### Summary

Seeking a position using strong organizational skills, superb communication skills and interest in management position with the reputed organization that rewards loyalty, hard work, dependability and positive results in the team environment.

### Skills

- ***Maintains strict confidentiality***
- ***Knowledge of HMOs, Medicare and Medi-Cal***
- ***Medical Manager Software***
- ***Electronic Medical Record (EMR) software***
- ***HIPAA compliance***
- ***Patient-focused care***
- ***Strong work ethic***
- ***Team player with positive attitude***
- ***Proven patience and self-discipline***
- ***Personal and professional integrity***
- ***Relationship and team building***
- ***Staff training and development***
- ***Effectively influences others***
- ***Critical thinking proficiency***
- ***Cultural awareness and sensitivity***

### Experience

Patient Service Representative 03/2015 to Current Company Name City , State

- Trained [new hires](#) and in-house staff members in evaluation, data collection, analysis and reporting strategies.
- Oversaw data queries and made sure that they were rectified in the most efficient manner.
- Answered phone calls, emails, letters and faxes and efficiently provided accurate information and responses.
- Guided and handled 16 -employees including assistants; HR assistant (hiring of employees and assisting in appraisals for performance and corrective action) responsible for arrangement, resolving employee discrepancies .
- Ability to handle high volume of inbound and outbound calls, and concluded the nature of calls.As well as assisted callers to the proper Physician.
- Successfully organized appointments between Physicians and Patients, responsible for typing reports, memos and other correspondence as well as established accuracy, consistent, detail-oriented and capacity to carry higher responsibility.
- Proficient in Windows, Word, Excel, Access, PowerPoint, ect.
- Efficient in registration of patients, verifying patient Demographics , entering data and verifying patients insurance, scheduling patients via IDX, scan patient documents.
- Sending messages to pediatric, adult, and specialty physicians in Clinicare.
- Paging Physicians through Perfect Serve.
- Knowledge of Medical Terminology and Health Care related Training.
- Capable of managing multiple tasks with an emphasis on retaining quality standards.
- Ability to quickly assess and prioritize projects and office tasks.
- Proficient at evaluating problems and quickly devising practical solutions.
- Handle cash, receipts ,and tracked cash withdrawals.

Human Resource Assistant, Supervisor/Call center Supervisor 12/2011 to 03/2015 Company Name City , State

Properly directed inbound calls in phone queues to improve call flow.

Facilitated information flow between customer service, account management operations, quality assurance, training and payroll departments to guarantee call center objectives were met.

Led a team of customer service representatives to increase service center profitability.

Assisted with the development of the call center's operations, quality and training processes.

Selected and interviewed candidates for all available positions. Conducted telephone and onsite exit interviews for all employees.

Worked closely with HR business partners to facilitate year-end talent reviews and articulate team strengths.

Helped training and development staff with all aspects of training coordination.

Assisted customer service with inbound and outbound calls regarding all HR inquiries.

Created social media initiatives for new employee search strategies.

Drafted department-specific employee announcements.

Partnered with the IT department to create a streamlined onboarding process for new hires.

Salon Manager/ Receptionist 01/1999 to 01/2011 Company Name City , State

Created repeat business by developing long-term relationships with regular customers.

Enforced safety procedures in accordance with facility policies and government regulations.

Accountable for all staff development, budgeting and supply ordering.

Worked closely with Salon team to produce [repeat clientel](#) .

Re-designed every business form, containing time & inventory sheets and appointment calendars to increase clarity and effectiveness. Increased product sales by 53% within first quarters as Salon Manager.

Developed productivity of management by arranging bi-monthly meetings to talk about accomplishments, matters and room for enhancement

Resolved guest complaints.

Customer Service Sales Associate 01/1996 to 01/1999 Company Name City , State Fielded an average of 150 customer service calls per day.

Recommended and helped customers select merchandise based on their needs.

Exchanged returned merchandise for customers quickly and efficiently.  
Confirmed that appropriate changes were made to resolve customers' problems.  
Exercises sound judgment in issuing credits and making exceptions to customer policies to maintain high levels of customer satisfaction.  
Extended customer subscriptions, offering discounts and promotions to ensure high customer retention rates.  
Informed customers about sales and promotions in a friendly and engaging manner.  
Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.  
Trained new employees on company customer service policies and service level standards.  
Education and Training  
Bachelors of Arts 2011 Harrington College of Design  
Skills

- **Patient-focused care**
- **Excellent interpersonal skills**
- **Compassionate and trustworthy caregiver**
- **Time management**
- **Detail-oriented**
- **Effectively interacts with patients and families.**
- **Medical terminology**
- **Charting and record keeping**