

Dyonte Blake

Front Desk Medical Receptionist

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(123) 456-7890

Pittsburgh, PA

[LinkedIn](#)

WORK EXPERIENCE

Fresenius Medical Care

Front Desk Medical Receptionist

Pittsburgh, PA | 2013 - current

- Manage front office of dialysis center including answering phones, greeting patients, scheduling, insurance verifications, co-payment collection, facility inventory, and all operational procedures.
- Key team member responsible for exceeding our facility's customer service goals by 25% through resolving customer questions and liaison between health care providers and patients while complying with HIPAA regulations.
- Implemented a new filing system to streamline front office operations that saved 13 hours per week of manual work and improved productivity by 31%.

Dr. Robert Goodman

Front Desk Medical Receptionist

Pittsburgh, PA | 2011 - 2013

- Manage the front office of a busy family medicine practice; greet patients and respond to requests for information and appointments.
- Verified insurance information, collect co-pays, and inform patients of their financial obligations. Review provider charges including dates of service, procedures, and accurately enter information in the billing software program.
- Investigate issues with past due invoices and use proven customer service strategies to reduce unpaid accounts by 26%.

LEXORA

Personal Assistant

Pittsburgh, PA | 2009 - 2011

- Supported an entrepreneur with management of diverse tasks including screening calls, email and calendar management, bill payment, and arranging travel.
- Designed organizational solutions for computer files; business, financial, and household records; improving efficiency by 38%.
- Saved client 8K+ annually by reviewing expenses, identifying overcharges and negotiating with vendors to secure lower rates.
- Ensured on-time and on-budget completion of multimillion-dollar vacation home renovation as the on-site project manager during client's extended travel overseas.

SKILLS

- Time Management
- Prioritization
- Microsoft Office
- Critical Thinking
- Written Communication
- Scheduling

EDUCATION

High school diploma

Upper Saint Clair High School

2005 - 2009

Pittsburgh, PA