




# MARCELA SILVA

## FRONT DESK MEDICAL RECEPTIONIST

### CONTACT

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(123) 456-7890 

Houston, TX 

[LinkedIn](#) 

### EDUCATION

High school diploma  
Clear Lake High School  
2002 - 2006  
Houston, TX

### SKILLS

Empathy  
Insurance Knowledge  
Collaboration  
Organization  
Adaptability  
Written Communication  
Verbal Communication  
Electronic Records Software  
Billing

### CAREER SUMMARY

Knowledgeable and organized professional offering 12+ years of experience managing data, scheduling, and billing through various software. Seeking an opportunity to enhance the patient experience, communicate effectively with all parties, and streamline the efficiency of a family-friendly clinic like Legacy Community Health Care Clinic.

### WORK EXPERIENCE

#### Front Desk Medical Receptionist

DaVita Dialysis Center

2011 - current / Houston, TX

- Input patient data, scheduled appointments, and billed insurance for more than 6K patients using Kareo software
- Contacted pharmacies regarding authorizations and refills and called patients to explain physician notes and test results
- Implemented a paper filing system to back-up digital files in Kareo and shred unnecessary files to expand office space by 17%
- Conducted office inventories and reordered office, breakroom, and medical supplies 3 times every year

#### Front Desk Medical Receptionist

Rendr Care Physicians

2008 - 2011 / Houston, TX

- Filed patient data for 9 physicians and updated patient records, insurance information, and third-party payment invoices
- Answered up to 20 phone calls and 30+ email messages daily
- Cleaned, tidied, and sanitized waiting area and front desk every hour, increasing patient satisfaction scores by 24%
- Utilized DynaFile software to schedule appointments and manage accurate digital files, reducing paper usage by 67%

#### Office Assistant

PWR Employment Law Group

2006 - 2008 / Houston, TX

- Responded to patient phone calls and emails within 24 hours
- Ensured 100% client confidentiality by encrypting digital files, shredding old paperwork, and keeping file boxes locked
- Designed and typed content for postcard advertising and quarterly newsletters, typing 86 words per minute
- Organized office inventory, court documents, and medical supplies