

Jane Doe

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PROFESSIONAL SUMMARY

Organized and friendly Medical Receptionist with 3+ years of experience in fast-paced healthcare settings. Skilled in managing front desk operations, maintaining patient confidentiality, and delivering exceptional customer service.

SKILLS

- Appointment Scheduling
- Patient Registration & Check-in
- Medical Records Management
- Insurance Verification
- Multi-line Phone Systems
- HIPAA Compliance
- Customer Service

PROFESSIONAL EXPERIENCE

Medical Receptionist

AnyTown Family Health, Anytown, ST – June 2021 – Present

- Greet and check in an average of 60+ patients per day, ensuring information accuracy and privacy.
- Schedule appointments and manage electronic medical records using Epic EMR system.
- Answer multi-line phones, direct calls, and relay messages efficiently to staff.
- Verify insurance and process co-pays and billing inquiries.

Front Desk Associate

WellCare Clinic, Anytown, ST – Jan 2020 – May 2021

- Assisted patients with forms, insurance information, and appointment scheduling.
- Maintained patient records and assisted with administrative tasks.

EDUCATION

Certificate in Medical Office Administration

Anytown Community College – 2019

High School Diploma

Anytown High School – 2017