

Fatima Khan

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SUMMARY

Detail-oriented and organized recent graduate with a strong foundation in healthcare administration. Excellent communication skills and a passion for providing outstanding patient care, seeking to leverage my skills as an Entry Level Medical Receptionist.

EXPERIENCE

Front Desk Assistant

Jun 2022 - Present

Sunnydale Family Clinic, Los Angeles, CA

- Streamlined patient check-in process, reducing wait times by 20%
- Handled patient inquiries and appointment scheduling for over 50 patients daily
- Maintained accurate patient records and facilitated communication between medical staff and patients

Administrative Intern

Jan 2021 - May 2022

HealthPlus Medical Group, Los Angeles, CA

- Assisted in managing electronic health records, improving data retrieval times by 30%
- Supported billing department in processing insurance claims, resulting in a 15% increase in timely reimbursements
- Participated in training sessions on HIPAA compliance and patient confidentiality

Customer Service Representative

Jul 2019 - Dec 2020

QuickCare Pharmacy, Los Angeles, CA

- Resolved customer complaints with a satisfaction rate of 95%
- Educated customers on medication management and adherence, leading to a 10% increase in refill rates
- Processed transactions efficiently, contributing to a 25% reduction in queuing times

EDUCATION

Bachelor of Science in Healthcare Administration

May 2018

University of California, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Electronic Health Records (EHR), Medical Terminology, Patient Scheduling Software, HIPAA Compliance

Tools & Frameworks: Microsoft Office Suite, Google Workspace, Practice Management Software