

Amina Patel

amina.patel@example.com • (555) 123-4567 • San Francisco, CA • linkedin.com/in/aminapatel

SUMMARY

Detail-oriented Medical Receptionist with over 5 years of experience in managing patient intake and maintaining efficient front-office operations. Strong communication skills and adept at utilizing electronic health record systems to enhance patient care and streamline administrative processes.

EXPERIENCE

Medical Receptionist

Jan 2022 - Present

HealthFirst Medical Group, San Francisco, CA

- Increased patient satisfaction scores by 30% through improved scheduling and follow-up procedures.
- Managed daily appointment scheduling for over 200 patients, reducing wait times by 15%.
- Implemented a new electronic health record system which improved data retrieval time by 40%.

Front Desk Coordinator

Jun 2018 - Dec 2021

Wellness Clinic, Oakland, CA

- Successfully decreased patient check-in time by 25% through streamlined intake processes.
- Trained and supervised a team of 3 new receptionists, enhancing overall office efficiency.
- Reduced billing discrepancies by 20% through meticulous verification of insurance and patient information.

Administrative Assistant

Jan 2017 - May 2018

City Health Center, Berkeley, CA

- Coordinated patient records management, achieving a 99% accuracy rate in data entry.
- Assisted in the transition to a new practice management software, improving office workflow.
- Maintained office supplies and equipment, reducing costs by 10% through efficient inventory management.

EDUCATION

Bachelor of Science in Health Administration

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Patient Scheduling, Electronic Health Records (EHR), Insurance Verification, Data Entry

Tools & Frameworks: Epic, Cerner, Microsoft Office Suite, Google Workspace