

Amina Patel

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SUMMARY

Experienced Senior Level Medical Receptionist with over 7 years in healthcare administration. Proven track record of enhancing patient experiences and streamlining office operations through effective communication and organizational skills.

EXPERIENCE

Senior Medical Receptionist

Jan 2022 - Present

HealthFirst Clinic, Dallas, TX

- Increased patient satisfaction scores by 30% through improved appointment scheduling and follow-up processes.
- Reduced patient wait times by 15% by implementing a new electronic check-in system.
- Managed a team of 5 receptionists, providing training and mentoring to enhance performance.

Medical Receptionist

Jun 2018 - Dec 2021

Wellness Center, Fort Worth, TX

- Successfully handled over 100 patient calls daily, resolving inquiries and scheduling appointments.
- Processed insurance claims that resulted in a 20% increase in reimbursements collected.
- Developed a new filing system that reduced record retrieval time by 40%.

Front Desk Associate

Mar 2016 - May 2018

Sunrise Medical Group, Arlington, TX

- Assisted in the training of new staff, improving onboarding efficiency by 25%.
- Maintained patient records with 99% accuracy, ensuring compliance with HIPAA regulations.
- Facilitated communication between patients and medical staff, enhancing overall service delivery.

EDUCATION

Bachelor of Science in Health Administration

May 2018

University of Texas, Austin, TX • GPA: 3.7

SKILLS

Technical Skills: EMR Systems, Appointment Scheduling Software, Patient Management Software, Insurance Billing

Tools & Frameworks: Microsoft Office Suite, Google Workspace, HIPAA Compliance Tools