



# Ashley Clark

## Medical Office Receptionist

### Skills

- Appointment scheduling
- Collaboration
- Empathy and sensitivity
- Insurance verification
- Time management
- Transaction processing

### Work Experience

#### October 2023 – present

##### Lifeline Health, Fargo, ND

###### Medical Office Receptionist

- Support staff of 20 clinicians with administrative tasks to ensure smooth and efficient office operation
- Create a clean and welcoming environment for all patients, staff, and visitors
- Manage patient accounts and transactions, processing over \$10,000 in copayments and deductibles each month
- Ensure patient safety and privacy through strict compliance with all Occupational Safety and Health Administration (OSHA) and Health Insurance Portability and Accountability Act (HIPAA) regulations

#### April 2021 – August 2023

##### Walgreens, Fargo, ND

###### Customer Service Associate

- Processed an average of 200 transactions per day with accuracy and a friendly demeanor
- Resolved customer issues, answered questions, and helped locate items for a positive store experience
- Spoke to every customer about Walgreens' customer loyalty program and enrolled nearly 500 customers in six months

### Education History

#### June 2022

##### Bismarck State College, Bismarck, ND

Associate of Applied Science (A.A.S.) Administrative Assistant

### Certifications

- Safety and Health Fundamentals Certificate, OSHA, 2023

Personable medical receptionist with over two years of experience in customer-focused roles. Creates positive experiences for patients and staff through quality service and effective communication. Collaborates with health care professionals to support clinic goals. Manages patient intake, appointment scheduling, and billing procedures with efficiency.



(123) 456-7890



City, State Abbreviation Zip  
code



email@example.com



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