

Anthony Gentile

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Profile

- A results-driven medical receptionist with direct experience within the medical field, specializing in calendar management, clinical operations, and office administration. Adept at identifying opportunities to improve workflows and drive operational excellence.

Education

- Associate of Science (A.S.) Health Care Administration | TEMPLE UNIVERSITY, Philadelphia, PA | 2022

Certifications

- Certified Medical Administrative Assistant, National Health Career Association | 2022

Key Skills

- Medical terminology
- Patient relations
- Communication
- Calendar management
- Office administration

Professional Experience

ADMINISTRATIVE ASSISTANT | MEDEXPRESS, PHILADELPHIA, PA | OCTOBER 2023 – PRESENT

- Provide administrative support for a high-volume urgent care with up to 40 patients per day, field phone inquiries, conduct appointment scheduling, and manage physician calendars to maintain smooth and efficient workflows
- Interface with physicians, nurses, and medical assistants to improve patient intake and reduce wait times, contributing to an 89% patient satisfaction score
- Perform data entry for patient medical information and maintain strict compliance with HIPAA regulations

RECEPTIONIST | CROWELL FAMILY MEDICINE, PHILADELPHIA, PA | JUNE 2022 – OCTOBER 2023

- Managed incoming calls, conducted follow-ups to schedule and confirm appointments, rescheduled cancellations, and performed intake processes for new patients
- Communicated effectively with patients to resolve billing issues and create a warm and welcoming office environment