



# SAMANTHA LEE

Health care receptionist with over three years of experience managing patient appointments, maintaining records, and providing administrative support at Johnson & Johnson and Pfizer.

## CONTACT

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## KEY SKILLS

- EHR and health care software
- HIPAA compliance and confidentiality management
- Patient records management
- Patient scheduling and appointment management
- Customer service and satisfaction

## EDUCATION

Bachelor of Science in Health Administration

UNIVERSITY OF PHOENIX,  
Phoenix, AZ

Associate of Science in Health Information Technology

DEVRY UNIVERSITY,  
Chicago, IL

## PROFESSIONAL EXPERIENCE

### Senior Health Care Receptionist | Johnson & Johnson | Houston, TX

June 2019 to present

- Schedule over 100 patient appointments per week, optimizing the health care team's time and improving service delivery
- Handle over 50 patient inquiries per day, providing accurate information and improving patient satisfaction by 20%
- Established new electronic health records system that increased data accuracy by 30%

### Health Care Receptionist | Pfizer | Phoenix, AZ

May 2018 to May 2019

- Managed appointment scheduling, rescheduling, and cancellations for a team of 10 health care professionals
- Updated patient records, reducing record errors by 15%
- Handled patient inquiries with a focus on excellent customer service and maintaining patient confidentiality

## CERTIFICATION

- Certified Medical Administrative Assistant (CMAA), National Health Career Association
- Certified Professional Coder (CPC), American Academy of Professional Coders
- Certified Medical Manager (CMM), Professional Association of Health Care Office Management