

JD

Jane Doe

Health care customer service representative

Compassionate Customer Service Professional Dedicated to Patient Support

Experienced in delivering high-quality customer service within the health care industry. Skilled in resolving patient inquiries, scheduling appointments, and maintaining compliance with industry regulations. Proven ability to foster trust and ensure patient satisfaction.

CONTACT

 (123) 456-7890

 email@example.com

 City, ST

KEY SKILLS

- Patient support and scheduling
- Health care insurance verification
- Electronic medical record (EMR) systems
- HIPAA compliance
- Claims and billing assistance

PROFESSIONAL EXPERIENCE

HEALTH CARE CUSTOMER SERVICE REPRESENTATIVE | CAREWELL HEALTH SOLUTIONS, CITY, ST
APRIL 2020 – PRESENT

- Assisted patients with insurance claims and billing inquiries, maintaining a 95% satisfaction rate
- Scheduled and managed 100+ patient appointments weekly, ensuring efficient clinic operations
- Collaborated with providers to resolve patient concerns, reducing escalations by 30%

PATIENT SUPPORT SPECIALIST | WELLNESS CLINIC, CITY, ST
MAY 2017 – APRIL 2020

- Verified insurance coverage for 200+ patients monthly, reducing processing delays by 20%
- Provided front-desk support, handling patient check-ins and EMR updates accurately
- Educated patients on health care plans and billing options, improving financial transparency

EDUCATION

Bachelor of Science in Health Services Administration | State University
City, ST | May 2017