**Tarry Lewis**

Atlanta, Georgia • (555) 555-1234 • tarrylewist@email.com • linkedin.com/in/tarry-lewis

**Medical Receptionist with 15 years of Experience**

Patient-focused professional with 15 years’ broad-ranging experience performing administrative management in corporate, nonprofit, medical, pharmaceutical, and physician’s office environments. Highly organized and detail-oriented, with a proven ability to manage office functions, provide proactive support, and facilitate successful project deliverables. Thrives on diverse challenges and maintains confidentiality, tact, and diplomacy when handling sensitive issue resolution. Committed to patient-focused empathy and superior customer service.

Calendar Management | Appointment Scheduling | Project Management | Process Improvement

EHR & EMR | Medical Terminology | Billing & Coding | Collections | HIPAA Compliance | Confidentiality | Leadership Support | Staff Training | Relationship Management | Teamwork | Complex Communication

**WORK EXPERIENCE**

**Hero Medical, Atlanta, GA • Medical Receptionist • (06/2019) - Present**

Operated the Resource Scheduler meeting room reservation system, effectively scheduling high-volume daily appointments and corporate meeting room reservations.

* Processed 100 tickets per day and effectively handled incoming correspondence from internal HR partners
* Managed multi-line phone system and provided administrative support within an assigned area involving interaction with levels of management and staff

**EMedical Corp, Atlanta, GA • Senior Administrative Assistant • (01/2016 - 06/2019)**

Provided administrative support to the Vice President of Regulatory Affairs and Senior Leadership team. Served as a trusted training and development leader, and as 1st point-of-contact to internal and external partners at all levels.

* Scheduled meetings, processed expense reports, and coordinated domestic and international travel itineraries
* Organized large meetings for cross-functional events on- and off-site, scheduled, and coordinated interviews, maintained organizational charts and distribution lists, and handled confidential correspondence
* Credited for role in key projects including process improvement through updating standard operating procedures (SOPs) and regulatory protocol documents utilizing Microsoft Word templates
* Met timelines and targets while managing complex projects with conflicting priorities and deadlines
* Worked directly with manufacturing sites, third party vendors, FDA, and health authorities on a global level
* Managed large scale-data entry metrics and analytics requiring persistent attention to detail
* Earned recognition for delivering results and connecting with team members in organizing, planning, and scheduling 3-day off-site meeting events and activities for 40 people

**MRI Center of Atlanta, Atlanta, GA • Receptionist (02/2013 - 01/2016)**

Greeted patients in a professional and timely manner, answered a multi-line phone system, and provided troubleshooting for company inquiries within high-volume medical practice environment.

* Scheduled patient appointments and managed patient schedules with accuracy and high attention to detail
* Coordinated patient appointment scheduling for ultrasounds, CT Scans, and other testing and physician appointments; consistently ensured compliance with company, State, and Federal policies and procedures.
* Filed patient correspondence and matched medical records with claim forms requiring documentation
* Managed confidential insurance information and Medicaid claims, collected credit card and cash co-payments, and managed daily bank deposits
* Verified patients’ demographic and updated medical information and patient charts

**CERTIFICATIONS**

MEDICAL ADMINISTRATIVE ASSISTANT CERTIFICATION

Additional school course work included practice work cases with ICD-10 & CPT codes

Arlington, VA Association of State & Territorial Health Officials (ASTHO)

Contact Tracing Training and Certificate

Resume written by [Lezlie Garr](https://www.linkedin.com/in/resumelezlie/)