

FAITH HAWTHORNE

FRONT DESK RECEPTIONIST

ABOUT ME

An adept, outgoing, and convivial candidate applying for a front desk medical receptionist position with proven customer service experience, including telephone etiquette and office administrative responsibilities within high-volume environments.

Seeking employment at your office as a knowledgeable, friendly, and organized individual who is capable of performing all duties required for the role of medical receptionist effectively.

AREAS OF EXPERTISE

- Scheduling patient appointments
- Assisting with product inventory
- Knowledge of medical terminology, medical billing and medical coding
- Productivity, efficiency, hospitality, customer service and teamwork
- Filing and scanning
- Medical reports
- Insurance claims
- Data entry
- Patient care
- Reliable and punctual
- Customer service
- Patient, guest and customer satisfaction

EDUCATION

2017
Hampton High School
High School Diploma
Hampton, Ga

2018
Southern Crescent Technical College
GPA: 3.5
Griffin, Ga

EXPERIENCE

Forefront Dermatology

2023-present
Medical Check In

- Checking in patients with a warm greeting
- Preparing "fee tickets" for the next day for providers
- Scheduling patients for MOHS when needed as well as suture removals
- Assisted with aesthetic scheduling when needed
- Update patient demographics, collect payments, assure eligibility or secure an eligibility guarantee; request and send charts
- Managed the flow of medical information internally and externally and utilized an automated scheduling system to analyze provider's daily and weekly schedule
- Patiently acted as liaison between patient and healthcare providers and external patient related providers

Dermatology Consultants

2022-2023
Aesthetic and Medical check in/check out receptionist

- Field phone inquiries for new and existing patients, manage appointment scheduling, conduct new patient orientations, and manage electronic medical records
- Communicate with empathy and compassion while interfacing with patients throughout the day
- Coordinate with physicians, nurses, and office personnel to enhance patient flow, resulting in a low reduction in wait-times and great patient satisfaction rating
- Conducted patient scheduling, registration, and data entry for a medical office with over 250+ patients, updated health records, and ensured compliance with HIPAA
- Managed medical supplies and equipment inventory, created purchase orders, interfaced with vendors, and ensured optimal inventory levels

Chick-Fil-A

2017-2022
Team Leader/Shift Supervisor

- Serve 50+ guests on a daily basis at the front register and drive-thru, displaying hospitality to further Chick-fil-A's values
- Offer food service support and report pressing issues to managers while promoting brand, culture, and standard of excellence
- Earned recognition for maintaining 100% on-time attendance record
- Fulfill special requests, assist with food assembly, and maintain clean work area
- Provide training to 5+ new employees each month
- Trained 10 colleagues on food-preparation techniques, maintaining a well-stock work area, and managing cash/credit transactions
- Prioritized all tasks systematically, such as cooking food, operating equipment, and setting delivery schedules to enhance productivity for myself and all staff members

CONTACT

404-483-6598

Nichole.hawthorne1998@gmail.com

3069 Kings Bay Dr. Decatur, Ga, 30034

PROFESSIONAL REFERENCES AVAILABLE UPON REQUEST