

Marilynn Flores

Chicago, IL 60639

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Medical Scheduler

UI Health - Chicago, IL

November 2022 to December 2023

- Requests interpreters
- Calls patients/families on the reschedule list
- Reschedules patients when a providers schedule changes
- Answers all incoming calls by the third ring 90% of the time if available
- In a short period of time assess the callers concerns and assist or direct to appropriate resource
- Create and/or update patients record by verifying demographic and insurance information
- Ensure specific registration fields are accurately inputted into registration system, including but not limited to visit notes, referral, authorizations numbers, eligibility review, proper FSC entries for research and standard of care visits
- Provide any and all other duties necessary to provide efficient, timely services to patients and their families as it relates to the registration and insurance process
- EPIC

Medical Receptionist/Medical Assistant/Front Desk

First Choice Occupational Health - Burr Ridge, IL

November 2018 to November 2021

1. Register patients
2. vital patients and room them
3. Drug screens
4. physicals
5. send patient paperwork to company
6. push documents through portal
7. clean bathrooms and break room
8. drive patients to UPS(only UPS employees)
9. make sure companies billing information is correct
10. add new companies and protocols to system.
11. COVID testing
12. PFT
13. Appointment scheduling
14. Answering calls
15. Data collection

Front Desk Receptionist/Child Care

XSport Fitness - Chicago, IL

May 2016 to July 2019

Greeting customers
Interacting with members and guests
Answering phones
Filing
Billing
Collecting past due debt
Register transactions
Protein Bar preparation
Child care

Delivery Driver

Silverstar Delivery Ltd - Mundelein, IL

August 2017 to September 2018

- Delivered merchandise to clients
- Drove fleet truck
- Loaded and unloaded fleet
- Adhered to Department of Transportation (DOT) regulations
- Completed daily pre and post-trip inspection checklist

Attendant

Capitol car wash - Chicago, IL

February 2016 to July 2017

Cashier

Medical Assistant

FAMILY CHOICE HOME HEALTH INC - Chicago, IL

November 2016 to February 2017

Provide aide to the elderly

Food Service Worker

Moes Southwest Grill - Chicago, IL

July 2015 to April 2016

Serve customers provide great hospitality cook and prep

Baggage service agent for American Airlines

Prospect Air Services Inc - Chicago, IL

September 2014 to February 2015

Responsibilities

help passengers locate missing bags

Accomplishments

communication with each passenger

Skills Used

bilingual skills English and Spanish
customer service certified

Trainee

Lott Management McDonald's - Chicago, IL
November 2011 to April 2014

Responsibilities

Train new crew and be a leader.

Skills Used

Customer Friendly.

Call Center Agent

AmeriTech Staffing - Chicago, IL
August 2011 to November 2013

- Outbound calling on assigned warm and new potential leads
- Set of qualified appointments for the assigned line of business using scripting guide for the different types of leads
- Collect, record, and accurately maintain pertinent consumer information, and ensure the accurate input of that data into specified Customer Relationship Management (CRM) system
- Answer return inbound calls as needed after initial outbound contact
- Maintain quality service by following organizational standard operating procedures
- Maintain and exceed daily, weekly and monthly appointment (conversion) quotas
- Take inbound call overflow as needed to maintain overall Contact Center client service levels
- Learn and understands basic industry knowledge and vernacular, including measures such as building a product knowledge base around various hearing improvement solutions offered by our Company
- Build relationships and collaborate with network partner front office staff and hearing care professionals
- Comply with all regulatory compliance training, policies and procedures, and Contact Center best practices
- Demonstrate professional phone etiquette and courtesy when interfacing with patients, clients, and co-workers
- Meet and maintains required appointment metrics and contribute to overall department goals
- Contribute to the development and growth of the Contact Center by sharing ideas, assisting in related projects, and helping resolve problems and/or improve productivity
- Other duties as assigned

Education

Certified Medical Assistant in Health Care

Computer Systems Institute - Chicago, IL
2014 to 2015

High School Diploma

Theodore Roosevelt High School - Chicago, IL
2007 to 2011

Skills

- Front Desk
- Front Office
- Bilingual
- Medical Billing
- Medical Office Experience (2 years)
- Reception
- Eclinical
- Medical Records (1 year)
- Office Experience (1 year)
- Medical Receptionist
- Vital signs
- EMR Systems
- Medical Coding
- Phlebotomy
- Typing
- Documentation review
- HIPAA
- Windows
- Hospice care
- Medical Scheduling
- Patient Care
- Experience Administering Injections
- Insurance Verification
- Operating systems
- Care plans
- Triage
- Laboratory experience
- Medicare
- Sales
- Venipuncture
- Clerical Experience
- Phone Etiquette
- Quality Assurance
- Computer Operation
- Customer service (8 years)
- Sales (4 years)
- Customer support
- B2B sales

- Phone triage
- ICD-10
- Epic
- 5G
- PCI
- Bookkeeping
- Patient monitoring
- Salesforce
- Outside sales
- Microsoft Office
- Filing
- Continuous improvement
- Microsoft Powerpoint
- Transcription
- Anatomy Knowledge
- Medical Terminology
- Computer literacy
- Customer Relationship Management
- Nursing

Languages

- Spanish - Expert
- English - Expert

Certifications and Licenses

EKG

Present

Customer Service

Present

Electronic Health Records

Present

Billing and Coding Specialist

Present

BLS for Healthcare Providers

February 2019 to Present

Driver's License

CPR Certification

Food Handler Certification
Certified Medical Assistant

Additional Information

Customer Service Certified