Robert Smith

**Front Desk Receptionist I**

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# SUMMARY

4 years of experience as a Front Desk Receptionist is now seeking to obtain a position within the medical field that will utilize my strengths and knowledge of effectively working in a medical office as a strong team player.

# SKILLS

Microsoft Office, Microsoft Excel, Customer Service, Call Center Experience, Management, and Multi-Line Phone System.

# WORK EXPERIENCE

## Front Desk Receptionist I

ABC Corporation ­ August 2016 – March 2019

* Adeptly managed a multi-line phone system and pleasantly greeted all patients.
* Scheduled appointments, registered patients and distributed sample pharmaceuticals as prescribed.
* Thoroughly researched newly identified diagnoses and/or medical procedures to expand skills

and knowledge.

* Consistently showed the highest average daily rates and walk-in percentages per month.
* Performed simple bookkeeping activities, such as balancing cash accounts.
* Greeted members entering establishment, checked membership and directed or escorted them to specific destinations.
* Operated telephone to answer, screen, or forward calls, provided information, took messages,

or scheduled appointments.

## Sales

ABC Corporation ­ January 2015 – August 2016

* Prioritized daily workflows, including all inbound calls, quotes, and sales-related inquiries.
* Wrote sales contracts for orders obtained and submitted orders for processing.
* Prospected and conducted face-to-face sales calls with business executives and directors throughout assigned territory.
* Maintained knowledge of current sales and promotions, policies regarding payment and

exchanges and security practices.

* Drove sales through upselling products based on customers past purchases and preferences.
* Assisted in marketing efforts while building rapport with customers by inviting them to special store events.
* Provided comprehensive follow-up, often going between customer and vendors to resolve

issues, and tailoring resolutions to meet customer needs.

# EDUCATION

High School Diploma in Child Development - (West Plains High School)Diploma - September 1997(Centralia High School - Centralia, IL)