

Robert Smith

Phone (123) 456 78 99

Email: info@qwikresume.com

Website : www.qwikresume.com

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

Front Desk Receptionist I

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)