Nicole Martinez

Medical Receptionist

Phone: **(555) 234-5678**
Address: **1247 Oak Street, Denver, CO 80202**
Website: **https://linkedin.com/in/nicolemartinezmed**
Email: **nicole.martinez.med@email.com**

- Dedicated healthcare administration professional with 4+ years of customer service experience and specialized training in medical office procedures
- Proven ability to manage high-volume patient interactions while maintaining 98% satisfaction scores in fast-paced environments
- Bilingual English/Spanish speaker with HIPAA certification and experience using EMR systems for patient care coordination

WORK EXPERIENCE

Denver Family Health Center

March 2022 - Present

Front Desk Associate

- Manage 120+ daily patient interactions across phone and in-person channels while maintaining 97% patient satisfaction scores
- Process insurance verifications and prior authorizations for 200+ patients monthly, reducing claim denials by 25%
- Coordinate appointment scheduling for 8 healthcare providers using Epic EMR system, optimizing daily schedules to reduce wait times by 15%
- Handle patient check-ins, co-pay collection, and medical record updates while ensuring HIPAA compliance for 1,500+ active patients
- Provide bilingual support to Spanish-speaking patients, improving communication effectiveness for 30% of patient base

Walgreens Pharmacy

June 2020 - February 2022

Customer Service Representative

- Assisted 80+ customers daily with prescription inquiries, insurance questions, and medication coordination
- Processed insurance claims and handled prior authorization requests, gaining experience with major insurance providers including Blue Cross Blue Shield, Medicaid, and Medicare
- Maintained confidential customer health information in compliance with pharmacy privacy protocols
- Trained 5 new team members on customer service protocols and pharmacy software systems
- Recognized with Customer Service Excellence Award for maintaining highest satisfaction scores in district

Mile High Community Church

September 2019 - May 2020

Administrative Assistant

- Managed multi-line phone system and coordinated schedules for 12 staff members
- Maintained confidential member records and handled sensitive information with discretion
- Organized community health fairs serving 300+ participants, coordinating with local healthcare providers
- Implemented digital filing system that improved document retrieval time by 60%

SKILLS

Technical Skills

- EMR Systems: Epic (2 years), NextGen (1 year)
- Medical Billing: Insurance verification, prior authorizations, co-pay collection, claims processing
- Scheduling Software: Epic scheduling, Zocdoc integration, multi-provider calendar management
- Microsoft Office Suite: Word, Excel, Outlook (Advanced level)
- Medical Terminology: Completed 40-hour certification program

- Insurance Providers: Blue Cross Blue Shield, Medicaid, Medicare, Aetna, Cigna

Soft Skills

- Bilingual Communication: Fluent English and Spanish
- Patient Care Coordination: Experience managing complex appointment schedules and referrals
- Conflict Resolution: Proven ability to de-escalate patient concerns and insurance disputes
- Multitasking: Simultaneous management of phone calls, patient check-ins, and administrative duties
- HIPAA Compliance: Trained in privacy protocols, experienced handling PHI for 1,500+ patients
- Emotional Intelligence: Skilled at providing empathetic support to anxious and stressed patients

EDUCATION

Community College of Denver

Completed: January 2022

Certificate in Medical Office Administration

- 60-hour comprehensive program covering appointment scheduling, insurance verification, medical records management, and patient communication
- Graduated with Distinction (3.9 GPA)
- Relevant Coursework: Medical Terminology, Healthcare Ethics, Medical Billing and Coding Basics

Jefferson High School

Graduated: June 2019

High School Diploma

- Honor Roll Student (3.7 GPA)
- Relevant Coursework: Business Communications, Computer Applications, Spanish Language
- Volunteer: School health office assistant (senior year)

CERTIFICATIONS

HIPAA Privacy and Security Certification

2022

American Health Information Management Association

CPR/First Aid Certification

2023, expires 2025

American Red Cross

Medical Terminology Certificate

2022

Community College of Denver

Customer Service Excellence Certification

2021

National Retail Federation

AWARDS AND ACHIEVEMENTS

Customer Service Excellence Award

2021

Walgreens District 247

Recognized for maintaining 98% customer satisfaction scores while handling 80+ daily interactions

Perfect Attendance Recognition

2023

Denver Family Health Center

Acknowledged for reliability crucial to maintaining consistent front desk coverage

Volunteer Coordinator Recognition

2020

Mile High Community Church

Organized health fairs resulting in free screenings for 300+ community members

Academic Achievement Award

2022

Community College of Denver

Graduated with Distinction from Medical Office Administration program

PROFESSIONAL REFERENCES

Dr. Patricia Williams

Practice Manager

Denver Family Health Center, Denver, CO
Phone: (303) 555-0123
Email: pwilliams@denverfamilyhealth.com
Relationship: Direct Supervisor (2022-Present)
Can verify: EMR proficiency, patient care coordination, bilingual communication skills

Michael Rodriguez

Pharmacy Manager

Walgreens Pharmacy, Denver, CO
Phone: (303) 555-0456
Email: michael.rodriguez@walgreens.com
Relationship: Direct Supervisor (2020-2022)
Can verify: Insurance processing, customer service excellence, confidentiality practices

Sarah Chen

Administrative Director

Mile High Community Church, Denver, CO
Phone: (303) 555-0789
Email: schen@milehighchurch.org
Relationship: Direct Supervisor (2019-2020)
Can verify: Administrative skills, event coordination, discretion with sensitive information