
Appointment Coordinator Resume

Job Objective

Seeking a position as Appointment Coordinator in a reputed organization where I can utilize my knowledge and experience.

Work Experience:

Appointment Coordinator, August 2005 – Present
Larchmont Imaging Associates, Shawnee, OK

- Arranged appointments for vehicle service and advised appropriate service.
- Responded to customer phone calls and emails.
- Tracked on customer calls and emails.
- Assessed patient appointment needs and scheduled patient visits and tests in a timely and appropriate manner.
- Booked appointments for the very busy Service Department.

Appointment Coordinator, May 2000 – July 2005
United Talent, Shawnee, OK

- Responded to incoming Service Appointment Lines.
 - Booked Client Appointments in Dealer Management System.
 - Coordinated Pick up and Delivery of Clients Vehicles.
 - Coordinated Shuttle Driver.
 - Answered inbound calls from clients related to in home decorating service.
 - Served as the initial contact for clients and assisted them with getting in touch with a Designer for an in home appointment.
 - Liaised for pre-sale issues.
 - Created qualified accurate leads while utilizing script.
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Summary of Qualifications:

- Hands-on experience in a customer service call center environment
 - Proven telephone sales and customer service experience
 - Profound knowledge of general administration duties
 - Excellent customer service skills
 - Excellent written and oral communication skills
 - In-depth knowledge about the use of multi-line phones
 - Proficient in MS Office with emphasis on Word, Excel and Outlook
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Education:

High School Diploma, Live Oaks Academy, Lakeland, FL

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