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## Patient Service Specialist Resume

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### Job Objective

To help the company grow and expand using my experience as Patient Service Specialist. Years of experience in the field helps me to improve and to help the business grow and advance.

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### Highlights of Qualifications:

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- Experience in managing sales and marketing fro a hospital environment
  - Operational knowledge of Microsoft Applications
  - Huge knowledge of office equipments
  - Immense ability to coordinate with staff members and customers
  - Exceptional ability to type around 60 words per minute
  - Outstanding customer service skills
  - Skilled to manage all telephone calls effectively
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### Professional Experience:

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#### Patient Service Specialist

La Porte Regional Health System, Camillus, NY  
May 2006 – Present

- Provided support to various departments and ensured efficiency of work.
- Monitored and screened all phone calls and worked according to customer service guidelines.
- Managed and ensured accuracy in all medical records.
- Coordinated with physicians and prepared all billing services documents.
- Ensured completion of orders for billing process according to computer system protocol.
- Evaluated patient information from vendors.
- Maintained efficiency of staff and scheduled appointments with physicians accordingly.
- Planned various patient care activities and ensured satisfaction of patients.

#### Patient Service Specialist

The Vancouver Clinic, Camillus, NY  
March 2003 – April 2006

- Managed scheduling of all appointments with physicians and associated ancillary services.
  - Monitored appointment scheduling and made changes if required.
  - Administered all phone calls according to required protocols.
  - Coordinated with clinical staff and obtained all required documents.
  - Investigated any complaints and delays.
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### Education:

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Bachelor's Degree in Nursing  
Lynchburg College, Lynchburg, VA

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