

# HEATHER WILCOXEN

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*Service-focused professional that is armed with strong organizational, communication, problem-solving, and interpersonal skills.*

## QUALIFICATIONS

- Handle 50+ patient interactions per day, giving detailed, personalized, friendly & polite service to ensure guest retention
- Knowledge of principles and processes for providing customer and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of guest satisfaction
- Operate office equipment, such as voice mail messaging systems, and use word processing, spreadsheet, invoices, financial statements, letters, case histories, or medical records
- Answer multi line telephones and direct calls to appropriate staff
- Schedule and confirm guest appointments, procedures, or medical consultations
- Greet guest, ascertain purpose of visit, and direct them to appropriate staff
- Transmit correspondence or medical records by mail, e-mail, or fax
- Served as a liaison between guest, physicians and medical staff to ensure quality of services
- Schedule tests or procedures for patients, such as lab work, based on physician orders
- Quick on my feet with excellent verbal and communication skills
- Maintain medical records, technical library, or correspondence files
- Receive and route messages or documents, such as laboratory results, to appropriate staff
- Interview guest to complete documents, case histories, or forms, such as intake or insurance forms
- Processed Payments and completed nightly deposits
- Perform various clerical or administrative functions, such as ordering and maintaining an inventory of supplies

## WORK EXPERIENCE

YMCA – GIG HARBOR, WA

### Barista

WDS – GIG HARBOR, WA

### Demonstrator

M STREET DENTAL-TACOMA, WA

### Receptionist

BRIGHT NOW DENTAL-TACOMA, WA

### Patient Service Representative

## CERTIFICATE

Medical Office Management | Business Office Management | Business Office Management | Secretarial Office Skills | The art of Customer Service

## TECHNICAL ACUMEN

Microsoft Office | Excel | Data Entry | POS | Outlook