

Jennifer Webb

swampymae@yahoo.com | 7245250366

Experienced Customer Service professional with over 10 years in the healthcare setting. Dedicated, resourceful, & motivated, I will bring my customer focused expertise, friendly personality, and vast knowledge to your company.

Experience

Cardiopulmonary Dept. Secretary

Jan 2022 - Present

ACMH Hospital, Kittanning, PA (US)

Coordinate the scheduling, referral management, registration, prior authorization and insurance verification processes for patients. Identify and handle customer needs, providing exceptional customer service in a timely and efficient manner while working in a team environment. Screen and update established patient information for accuracy, and schedule procedures according to procedure description. Work closely with clinical department staff to schedule procedures in an efficient manner based on departmental scheduling protocols.

Switchboard Operator

Jan 2018 - Jan 2022

ACMH Hospital, Kittanning, PA (US)

Operate telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls. May supply information to callers and record messages. Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address. Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary. Serving as an after hours answering service for multiple providers.

Dispatch Director

Jan 2012 - Jan 2016

Continental Health Equipment, Kittanning, PA (US)

Field calls in call center for durable medical equipment and dispatch delivery drivers as needed. Responsible for 30 drivers in 4 states. Schedule delivery, service and pickup appointments. Enter & record customer orders as well as all other clerical duties required for office work. Direct calls to upper management as needed. Use variety of Microsoft Office programs. Working with sales representatives to generate sales and rentals. Create reports and attend staff meetings as recording secretary.

Skills & Specialization

Customer Support, Secretary, Admin, Customer Facing, Front Office, Dispatch, Switchboard Operator, Pbx, MULTI Phone, Microsoft Office, Outlook, Social Media, Call Center, Administrative, Medical Scheduling, Communications, Clerical/Office

Education

Eastern Gateway Community College

Associate's Degree, Arts-General

Steubenville, OH (US)

Licenses & Certifications

CPR

May 2022 - May 2023

Save a Life

CPR Certification