

Angela Caroline

MEDICAL RECEPTIONIST

CONTACT

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KEY SKILLS

Leadership & Teamwork
Analytical skills
Time management
Interpersonal communication

WORK EXPERIENCE

Savers - Retail Assistant 2015-
2016

PERSONAL PROFILE

A highly resourceful, enthusiastic and well organised medical receptionist seeking to leverage excellent customer care and communication skills in a professional environment. Excellent telephone manner and a warm personality combined with proficient knowledge of clerical duties, MS Office, Emis and Vision clinical systems. Currently looking for a suitable medical receptionist position with a reputable surgery that acknowledges hard work and ability.

EMPLOYMENT HISTORY

Medical Receptionist

Micro Limes Medical Centre 2017 2018

- Handled enquiries, explained procedures and made new and follow-up appointments
- Received and made telephone calls as required
- Actioned repeat prescription requests and ensured that they are ready for collection
- Participated on a daily basis in task management and Docman tasks
- Entered patient information on to the computer as required using Emis

Medical Receptionist

Zachry Medical centre 2016 2016

- Dealt with general enquiries, complaints and requests for appointments and prescriptions
- Answered all incoming telephone calls and directed them accordingly
- Processed repeat and acute prescriptions for patient collection and delivery to pharmacy
- Carried out general admin duties and used Vision system

EDUCATION

Birmingham City University

2.2 BSc (Hons) Psychology 2012 2015

Broadway Academy Sixth Form

2010 2012

BTEC Level 3 National Diploma in Health and Social Care

Distinction*

BTEC Level 3 Subsidiary Diploma in Medical Science

Distinction

COPE (Certificate of Personal Effectiveness) Pass