

Natalia Cortez

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SUMMARY

Dedicated Medical Receptionist with strong front desk management skills, particularly in the healthcare sector. Actively supports clinical teams by maximizing scheduling opportunities and ensuring smooth patient intake processes. Extensive experience handling electronic medical records, maintaining compliance with HIPAA regulations, and engaging effectively with patients. Known for exceptional communication abilities that foster positive patient experiences while managing multiple tasks efficiently in a fast-paced environment. Eager to contribute proactive support to enhance operational efficiencies and improve patient satisfaction at Empower Health Solutions.

EDUCATION

Bachelor's Degree in Health Administration
University of Wisconsin-Milwaukee GPA: 3.8
Coursework: Healthcare Systems, Patient Care Management, Health Policy, Marketing in Healthcare

2025
Milwaukee, WI

TECHNICAL SKILLS

- **Scheduling Software:** Raintree Connect, Microsoft Excel, Google Calendar
- **Compliance Standards:** HIPAA, HITECH, CLIA
- **Office Equipment:** Fax Machine, Multi-line Phone, Copier
- **Reporting Tools:** Microsoft Word, Microsoft PowerPoint, Google Docs
- **Data Management:** Patient Charts, Referral Logs, Communication Logs
- **Medical Terminology:** Patient Intake Processes, Insurance Networks, Appointment Types
- **Project Management Tools:** Trello, Asana, Notion
- **Training & Development:** Staff Training Programs, Workshops, Skill Assessment
- **Customer Relationship Management:** Microsoft Dynamics, Salesforce, HubSpot
- **Healthcare Guidelines:** Joint Commission Standards, CDC Protocols, Emergency Preparedness

SKILLS

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|------------------------------------|-------------------------------|-----------------------|----------------------------|
| • Front Desk Management | • HIPAA Compliance | • Detail Oriented | • Appointment Coordination |
| • Patient Scheduling | • Strong Communication Skills | • Conflict Resolution | • Administrative Support |
| • Electronic Medical Records (EMR) | • Time Management | • Multi-tasking | • Team Support |
| • Microsoft Office Suite | • Problem Solving | • Patient Relations | |

EXPERIENCE

Capstone Project Developer
University Project

January 2026 - Present
Remote

Focused on building a comprehensive scheduling system prototype for a fictional healthcare clinic. Designed to enhance appointment utilization and optimize patient flow.

- Developed a structured scheduling framework that improves appointment allocation across therapists.
- Utilized Microsoft Excel and Raintree Connect, establishing an intuitive dashboard for scheduling oversight.
- Conducted feedback sessions with peers to refine functionalities and boost user engagement.
- Documented the project's workflows, ensuring adherence to healthcare standards and best practices.
- Presented findings to faculty, emphasizing the significance of efficient scheduling on patient experience.
- Collaborated closely with team members to mirror real-world healthcare operations.

Research Assistant
University Research Lab

September 2025 - December 2025
Oak Creek, WI

Supported research initiatives aimed at improving patient intake QPH aspects within diverse healthcare settings, working alongside faculty and peers.

- Assisted in data analysis related to patient scheduling trends and cancellation patterns to generate actionable insights.
- Maintained records in compliance with ethical research standards while contributing to meaningful study results.
- Participated in weekly reviews to discuss research findings and potential impactful changes on front desk strategies.
- Drafted thorough reports outlining research conclusions along with recommendations for practical application.
- Engaged in academic conferences to showcase findings and promote health operations awareness.
- Cultivated professional networks through active participation and presentations during research discussions.

LEADERSHIP & AWARDS

- Honors Award for Outstanding Academic Achievement in Health Administration
- Volunteer Service Recognition from Local Health Fair Committee

CERTIFICATIONS

- Certified Medical Administrative Assistant (CMAA) 📅 2025
- HIPAA Certification 📅 2025

PROFESSIONAL AFFILIATIONS

- Member of National Association of Medical Receptionists
- Participant in University Health Administration Club

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST