

# Emily Greer

## Patient Customer Service Representative

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### STRENGTHS

- ♥️ **Empathetic Communication**  
Demonstrated ability to connect with patients on a personal level, putting them at ease during stressful moments. Peers often sought advice on maintaining composure in difficult interactions.
- ✓ **Attention to Detail**  
Skillfully gathered and entered sensitive patient data without error. This keen focus was praised by supervisors, making processes more efficient.
- 🔄 **Adaptability**  
Quickly embraced new software applications, demonstrating flexibility with changing hospital systems. Team colleagues praised supportive nature during transitions.
- ☰ **Multitasking Ability**  
Effectively managed various duties during peak hours, ensuring no patient left unattended. Recognized for keeping a cool head and clear priorities in busy situations.
- 👥 **Team Collaboration**  
Played an integral role in connecting administrative functions with clinical areas. Often facilitated smoother operations through collaborative problem solving.

### SKILLS

Compassionate Care Data Entry  
Call Handling Customer Support  
Software Proficiency Teamwork  
Problem Solving Training Skills  
Active Listening  
Scheduling Software  
Hospital Protocols Multitasking

### SUMMARY

Compassionate customer service professional dedicated to enhancing patient experiences through empathetic support and accurate information management. More than three years in fast-paced healthcare settings, honing abilities to assist patients effectively during check-ins. Known for a calming presence that puts patients at ease amid sometimes stressful situations. Adaptable with a noted capacity for mastering new technologies quickly, reflecting a commitment to delivering quality care. Eager to contribute my skills to HealthLink Services, striving for exceptional patient interactions while thriving in a dynamic work environment.

### EXPERIENCE

#### Patient Registration Specialist

Friendly Health Services 📅 June 2025 - Present 📍 Madison, WI

Facilitate the registration process for patients in a busy medical setting, ensuring all data is accurately collected and maintained. Provide empathetic support, creating a welcoming experience as patients enter the facility. Effectively communicate with clinical staff to streamline the registration workflow, emphasizing collaboration for optimum patient satisfaction.

- Assist patients by collecting necessary registration information across multiple platforms.
- Offer compassionate assistance, addressing inquiries and alleviating patient concerns.
- Work closely with clinical teams to foster effective communication during high volume periods.
- Maintain attention to detail while managing various tasks in a fast-paced environment.

#### Customer Service Associate

WellCare Solutions 📅 January 2024 - May 2025 📍 Milwaukee, WI

Engaged with patients over the phone, providing crucial support and addressing healthcare-related concerns. Ensured accurate documentation of patient interactions, tracking follow-ups diligently. Contributed to training efforts for new team members, sharing best practices for patient communication.

- Answered incoming calls, assisting patients with healthcare inquiries with empathy.
- Maintained precise records of all interactions within the customer relationship management system.
- Trained new employees on the call protocols and customer service standards.
- Managed high volume calls while maintaining exceptional service quality.

### LEADERSHIP & AWARDS

- Employee of the Month - Friendly Health Services, January 2026
- Best New Employee Award - WellCare Solutions, April 2024

### EDUCATION

#### Associate's Degree in Communication

University of Wisconsin-Milwaukee 🎓 GPA: 3.7 📅 2024 📍 Milwaukee, WI

**Coursework:** *Interpersonal Communication, Public Speaking, Healthcare Communication, Conflict Resolution*

### CERTIFICATIONS

- CPR and First Aid Certification 📅 2025
- Certified Customer Service Professional 📅 2025

### TECHNICAL SKILLS

- **Patient Registration Tools:** Epic, Cerner, Meditech
- **Communication Tools:** Microsoft Teams, Zoom, Skype

Reporting Systems

Healthcare Knowledge

Time Management

Process Improvement

## LANGUAGES

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English Native

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Spanish Intermediate

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## MY CAREER

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● Patient Registration  
Specialist at Friendly Health  
Services (1 Years)

● Customer Service Associate  
at WellCare Solutions (1.3 Years)

- **Office Software:** Microsoft Office Suite, Google Workspace, CRM Software
- **Medical Terminology:** HIPAA Compliance, Healthcare Regulations, Patient Privacy
- **Data Management Systems:** Electronic Health Records, Database Management, Reporting Tools
- **Training & Development:** Workshops, On-the-job Training, Digital Learning Platforms
- **Telecommunication Systems:** Phone Systems, Chat Apps, Email Platforms
- **Quality Assurance:** Client Feedback, Process Auditing, Performance Evaluation
- **Patient Interaction Techniques:** Counseling Approaches, Soft Skills Training, Conflict Resolution
- **Health Compliance Standards:** OSHA Regulations, State Regulations, Facility Policies

## PROFESSIONAL AFFILIATIONS

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- Member, National Association of Patient Advocates
- Volunteer, Local Health Clinic

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST