

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

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

Hospital Protocols Multitasking

Reporting Systems

Healthcare Knowledge

Time Management

Process Improvement

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



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

● Customer Service Associate
at WellCare Solutions (1.3 Years)

- **Communication Tools:** Microsoft Teams, Zoom, Skype
- **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

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST