

Emily Greer

Patient Customer Service Representative

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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
- **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

SKILLS

- Compassionate Care
- Data Entry
- Call Handling
- Customer Support
- Software Proficiency
- Teamwork
- Problem Solving
- Training Skills
- Active Listening
- Scheduling Software
- Hospital Protocols
- Multitasking
- Reporting Systems
- Healthcare Knowledge
- Time Management
- Process Improvement

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST