

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
Reporting Systems

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

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)

- **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