

# VIVIAN PEARSON

## PATIENT SERVICE REPRESENTATIVE

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### STRENGTHS

- Empathetic Communication**  
Consistently demonstrate strong communication skills in high-pressure situations. Patients feel understood and supported.
- Team Collaboration**  
Effectively work with medical staff to streamline processes. Enhanced team efficiency leads to improved patient experiences.
- Problem Solving**  
Have a proactive approach under stress. Patients often express gratitude for quick resolutions, fostering emotional comfort.
- Patient Navigation Expertise**  
Adept at guiding patients through healthcare systems. Empathetic demeanor helps ease concerns during challenging times.
- Adaptability**  
Display flexibility when faced with changing needs. Colleagues appreciate my ability to pivot strategies easily.

### SKILLS

Customer Service Excellence

Patient Registration

Healthcare Operations

Effective Communication

Problem Solving

Compassionate Support

Information Management

Inquiries Handling   Staff Training

Workflow Coordination

Follow-up Procedures

### SUMMARY

Caring and dedicated patient service representative with over three years' experience in healthcare. Proven ability to provide exceptional support during patient registration processes. Skilled at managing inquiries while ensuring clarity and empathy in fast-paced settings. Focused on creating a welcoming environment that builds trust with patients. Eager to contribute to a professional setting by utilizing strong communication skills and a solid understanding of healthcare operations.

### EXPERIENCE

#### Patient Service Representative

Caring Health Services | January 2025 - Present | Chicago, IL

As the initial point of contact for patients, responsible for guiding them through registration efficiently and compassionately. Interact daily through various inquiries, providing clear information while supporting their needs effectively. Manage sensitive data accurately and assist clinical teams during urgent situations.

- Serve as the first point of contact for patients, effectively managing their registration process.
- Answer patient inquiries with empathy and provide clarity during stressful situations.
- Collaborate with healthcare providers to ensure a seamless registration experience.
- Train new staff on patient interaction protocols and software systems.

#### Customer Service Associate

HealthFirst Clinics | June 2023 - December 2024 | Aurora, IL

Provided assistance to patients navigating healthcare services. Developed lasting relationships with patients while managing sensitive information appropriately. Operated within a busy environment, maintaining organization and efficiency during peak times.

- Assisted patients with registration and navigation of healthcare services.
- Developed strong rapport with patients, ensuring their needs were met promptly.
- Managed sensitive information with discretion and accuracy, adhering to confidentiality standards.
- Maintained documentation sources while addressing inquiries swiftly.

#### Intern

Bright Horizons Health | January 2023 - May 2023 | Peoria, IL

Supported the patient registration team by gathering necessary information from patients. Learned about healthcare workflows while working closely with experienced staff. Contributed positively during training sessions aimed at improving customer service skills.

- Supported the patient registration team in collecting and verifying patient information.
- Gained hands-on experience in healthcare workflows and patient communication.
- Participated in training sessions to enhance customer service skills in a medical environment.
- Facilitated smooth communication between patients and the healthcare team.

### LEADERSHIP & AWARDS

- Patient Care Excellence Award - Caring Health Services
- Outstanding Intern Recognition - Bright Horizons Health

### EDUCATION

#### Associate of Arts in Health Administration

Springfield Community College | GPA: 3.8 | 2022 | Springfield, IL

Team Support Software Usage

Data Entry Interpersonal Skills

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Patient Service Representative at Caring Health Services (1.4 Years)

● Customer Service Associate at HealthFirst Clinics (1.5 Years)

● Intern at Bright Horizons Health (4 Months)

**Coursework:** Healthcare Operations, Patient Interaction, Communication Skills, Customer Service Principles

## CERTIFICATIONS

- Certified Patient Service Specialist (CPSS) 📅 2023
- CPR and First Aid Certified 📅 2023

## TECHNICAL SKILLS

- **Communication Tools:** VoIP, Email, Chat
- **Database Management:** Excel, EHR Systems, MS Access
- **Scheduling Software:** Google Calendar, Outlook, Microsoft Teams
- **Information Security:** HIPAA Compliance, Data Protection Policies, Confidentiality Agreements
- **Training Methodologies:** Onboarding, Workshops, Learning Modules
- **Welfare Programs:** Healthcare Directories, Support Services, Community Outreach
- **Conflict Resolution:** Active Listening, Mediation, Active Engagement
- **Patient Advocacy:** Consultation Documentation, Feedback Techniques, Trust Building
- **Quality Assurance:** Feedback Collection, Process Reviews, Continuous Improvement
- **Professional Development:** Mentorship, Peer Review, Performance Assessment

## PROFESSIONAL AFFILIATIONS

- Member of Healthcare Customer Service Association
- Volunteer at Local Community Health Fairs

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST