

Amber N Pierson

2906 Knightsbridge Lane
Garland, Tx United States 75043
972-533-5322
amberpierson01@yahoo.com

OBJECTIVE

To use my clerical, communication, and customer service skills in a medical receptionist position to create an enjoyable atmosphere for patients, while still upholding my daily tasks in a timely and effective manner.

WORK EXPERIENCE

Focus On the Future Training Center, Plano, TX 09/2014 - Present
Teacher's Aid

- Helped plan and implement lessons and activities
- Supported the classroom teacher with conducting daily instructional activities in a class with 10 Autistic students
- Consulted daily with teachers and parents regarding student performance
- Helped students with physical or behavioral disabilities; move to and from wheelchairs, lifting, or positioning
- Helped students with physical care; feeding, going to the restroom, and individual hygiene
- Arranged classroom to lead teacher's specifications
- Accompanied students to speech and physical therapies
- Supervised students when lead teacher was out of the classroom
- Handled stressful situations with a well thought out plan and a calming approach
- Accompanied students on community based instruction field trips
- Developed and assigned group tasks to enhance group coordination among the children

Cardiovascular Consultants, Grapevine, TX 10/2013 - 08/2014
Physician Office Representative

- Scheduled patients for 10 cardiologists and 5 advanced practitioners, among 7 different locations
- Scheduled patients for any in-house/non in-house tests, such as, Echocardiograms, Carotid Artery Duplex Scans, Doppler Ultrasounds, Stress Echocardiograms, Vascular Studies, 24 Hour Holter Monitors, 30 Day Event Monitors, Nuclear Stress Tests, Exercise Stress Tests, ECGs, and blood work.
- Learned schedules of all physicians, nurse practitioners, and technicians in order to efficiently assign patients to their correct provider and preferred location.
- Highly experienced in medical software, including, NexGen, DocuTrak, Centricity, and Vision
- Answered patients/non patients calls efficiently and handled any inquiries
- Applied HIPPA laws daily to protect patient confidentiality
- Enjoyed making patients feel happy and welcome
- Easily maintained great relationships with all coworkers
- Handled stressful situations in a professional and timely manner

Parker County Urgent Care Center, Weatherford, Texas 08/2012 - 09/2013
Medical Receptionist

- Greeted patients with skilled customer service abilities
- Working knowledge with medical billing, EMR, and practice management software
- Able to handle a busy waiting room
- Scheduled walk-in patients and online check in patients in a timely manner
- Worked extremely well with management, staff, and physicians
- Answered patients/nonpatients calls efficiently and handled any inquiries
- Handled cash for all patients office visit fees or any self-pay patient procedures
- Highly familiar with all HIPPA laws and patient confidentiality
- Easily handled stressful situations in such an fast-paced environment

Planet Fitness Inc., Dallas, Texas

05/2010 - 08/2012

Gym Receptionist

- Serviced customer requests via e-mail or phone
- Well-equipped in handling multiple tasks at once
- Built and maintained great relationships with gym members and colleagues
- Excellent knowledge of handling basic clerical and administrative tasks
- Familiar with basic accounting and bookkeeping procedures
- Answered phones with excellent telephone etiquette and a pleasant personality
- Microsoft Office and internet software used daily

Buffalo Wild Wings, Mesquite, Texas

11/2008 - 04/2010

Server/Waitress

- Served food and drinks to customers with excellent service skills
- Managed money for all cash/credit paying customers
- Worked well with others to complete a job/table
- Appreciated and respected all management and staff
- Handled stressful situations throughout all shifts
- Delegated several responsibilities at once
- Increased customer service abilities

Texas Air Zone, Dallas, Texas

06/2008 - 10/2008

Receptionist

- Called potential and current customers to earn business and arrange service/installation calls
- Input all data entry
- Thoroughly explained rates to customers
- Tracked service crews between jobs
- Mastered problem identification and resolution
- Microsoft Office software used daily

Sonic Drive In, Mesquite, Texas

08/2006 - 06/2008

Carhop

- Received and delivered customers orders
- Cleaned and maintained inside and outside of the workplace
- Calculated correct change for cash paying customers
- Worked well with other servers to meet specific goals
- Gained great customer service skills

EDUCATION

John Horn High School Mesquite, Texas
High School Diploma

2004 - 2008

Brookhaven College Farmers Branch, Texas
Earned 50 credits toward a Bachelor of Science in Nursing Degree in
Nursing

2009 - 2011

Weatherford College Weatherford, TX
Earned 30 credits toward a Bachelor of Science in Nursing Degree in
Nursing

2012 - 2014

SKILLS

- Great communication skills
- Ability to adapt quickly
- 11 years experience in customer service skills
- Immensely dedicated
- Very detail oriented
- Expert phone capabilities
- Well organized
- CPR certified
- Proficient in all Microsoft Office systems
- DocuTap (EMR and Practice Management)
- DocuTrak (Medical Billing)
- Centricity (EMR)
- NexGen (EMR and Practice Management)
- Vision (Practice Management)
- TwinOaks (Gym Management)
- MedTrak (Medical Billing System)
- Very familiar with all insurance verification websites along with over-the-phone insurance verification
- Real Time Verification (Insurance verification system)