

WHITNEY RICE

4313 Stonehaven Drive, Valdosta, GA 31605

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Professional Summary

Accomplished and energetic medical Receptionist with a solid history of achievement in a medical office. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include customer service, self-efficiency and prioritization.

Skills

- Customer and Personal Service
- English Language
- Social Perceptiveness
- Time Management
- Learning Strategies
- Active Listening
- Coordination
- Computers and Electronics
- Negotiation

Experience

Medical Receptionist/ Medical Records

Oct 2017-Present

Griner Medical Group - Pediatric Clinic - Valdosta, GA

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Receive payment and record receipts for services.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Hear and resolve complaints from customers or the public.
- Schedule appointments and maintain and update appointment calendars.
- File and maintain records.
- Receive and route messages or documents, such as laboratory results, to appropriate staff.
- Transmit correspondence or medical records by mail, e-mail, or fax.

Medical Receptionist

Feb 2015-Oct 2017

South Georgia Medical Associates - Valdosta, GA

- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Receive payment and record receipts for services.
- Hear and resolve complaints from customers or the public.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Enroll individuals to participate in programs and notify them of their

acceptance.

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.

Assistant Manager

May 2012-Feb 2015

Shane's rib shack - Valdosta, GA

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Keep accurate records of monetary exchanges, authorization forms, and transaction reconciliations.
- Issue receipts, refunds, credits, or change due to customers.
- Count money and audit money drawers.
- Greet customers entering establishments.
- Process merchandise returns and exchanges.

Education

High School Diploma : Healthcare science

May 2007

Valdosta High School - Valdosta, GA

- Double major in healthcare.
- Member of the beta club.