

# MARY EVANS

Address

Phone

E-mail

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## MEDICAL FRONT DESK ▪ RECEPTIONIST

Highly organized, detail-oriented, and energetic professional, in search of a challenging career focused on managing administrative and medical records to ensure maintenance of confidentiality. Enthusiastic and goal-oriented with significant years of experience, seeking a front desk position within the medical office industry utilizing in-depth background in office administration, mortgage industry, customer relations, and strong work ethic. Committed to consistently deliver a high-level of performance in accomplishing multiple tasks simultaneously and efficiently. Notary Public.

### SUMMARY OF QUALIFICATIONS

- **Demonstrated record** of successful completion of **assigned duties** through utmost care and diligence and building positive rapport with colleagues and clients while maintaining quality and reducing costs
- **Excellent leadership, communication, organizational** and time management, intuitive, and analysis skills; thrive in both independent and group work environments
- **Innovative and self-motivated team player and builder.** At ease in high stress, fast-paced environments with numerous and challenging tasks
- **Proficient with Microsoft Office, Excel, and Outlook**

### PROFESSIONAL EXPERIENCE

Foot & Ankle Health Centers, Delray Beach, FL

#### Reception Desk

Feb 2009-Jun 2009

Coordinated effectively with patients and providers as well as organized schedules, canceling and rescheduling of patient appointments. Checked and followed up patients on upcoming and missed appointments. Responded to numerous telephone queries and documented all compiled messages. Handled checking out patients and appropriately collected payments and co-payments.

#### Key Contributions:

- Treated an average 100 patients a day; oriented patient and administered appropriate neuropathy treatments; maintained and restocked operatories daily as necessary

Cowan Consulting Services, Inc., Jupiter, FL

#### Certified Professional Customer Service Representative

Jun 2007-Sep 2008

Complied and implemented all business process and procedures. Replied to multi-line phone system, created file systems, and performed other office responsibilities.

#### Key Contributions:

- Successfully created new and services existing insurance policies and supported existing procedures

Tropical Land Title Insurance Agency, Inc., West Palm Beach, FL

#### Post Closing Coordinator

Aug 2006-Jun 2007

Managed and supervised dispersing of closing documents and monies, including preparation of overnight packages. Assisted personnel with tasks and inquiries including processing and closings.

#### Key Contributions:

- Finished two years of uncompleted title policies; studied and analyzed public records for proper recorded documentation

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Olympia Closing Services, Inc., Jupiter, FL

**Post Closing Coordinator**

Apr 2005-Aug 2006

Oversaw and directed the department, ordered office supplies, and maintained office machine. Consulted with other departments for special projects and office assistance.

**Key Contributions:**

- Managed dispersing of closing documents and monies as well as completed one year backlog of uncompleted title policies

Nexus Financial Group, West Palm Beach, FL

**Administrative Assistant / Junior Processor**

Jul 2002-Sep 2004

Answered multi-line phone system and organized office automation and policies. Generated new files, ordered appraisals and analysis of in process files. Informed all parties involving files in process.

**Key Contributions:**

- Balanced HUD 1 and followed compliance regulations

Cosmetic Dentistry of the Palm Beaches, West Palm Beach, FL

**Hygiene Scheduling Coordinator**

Jul 2001-Dec 2001

Administered all scheduling for three hygienists, checking in/out patients, taking co-payments, stay abreast of new procedures and advancements in industry.

Scott G. Duff, D.M.D., North Palm Beach, FL

**Front Desk**

Mar 2000-Jul 2001

Answered phones, greet patients, organized doctor and hygienists schedule for appointments, collected payments, managed and checked all supply ordering, maintained cleanliness of work and reception areas.

## EDUCATION AND TRAINING

P.A.C. Live (Pacific Aesthetic Continuum), Larry Rosenthal Aesthetic Course

**Diploma**, John I. Leonard High School, Greenacres, FL

## ACTIVITIES

**Volunteer**, Safe Harbor Animal Sanctuary, Connor Moran Children's Cancer Foundation

## AWARDS AND RECOGNITIONS

- Proactively volunteered in delivering patients dentures while serving with Dr. Duff and was highly appreciated and given a bonus
- Acknowledged by Dr. Poss and the patient for voluntarily delivering patients prescriptions for surgery preparation
- Highly recognized and awarded a bonus for delivering utmost customer service at Sears during the holiday shopping season