219-730-7753　■　arnold-donselaar@email.com　■　Gary, IN

Arnold Donselaar

Hospital Receptionist

Skills

Computer Literacy Expert	**Customer Service** Expert
Organization Expert	**Time Management** Expert
Record Keeping Expert	**Microsoft Office** Expert
Telephone Etiquette Expert	**Data Entry** Expert
Medical Terminology Expert	**Administrative Support** Expert
EMR systems Expert	**HIPPA** Expert

Languages

- Dutch (bilingual)
- German (fluent)
- French (intermediate)

Hobbies

- Programming
- Photography
- Bike riding

Professional summary

Compassionate and organized Hospital Receptionist with 3 years of experience in managing front desk operations in healthcare settings. Skilled in greeting patients, scheduling appointments, and providing administrative support to medical staff. Proficient in handling sensitive information with confidentiality and professionalism.

Experience

May 2021 - Now

Hospital Receptionist

Golden Valley Medical Center / Gary, IN

- Efficiently schedule over 100 patient appointments per week using [specific scheduling software], ensuring optimal utilization of healthcare provider's time.
- Successfully reduced patient wait times by 20% through streamlining appointment booking processes and implementing a more efficient patient flow system.
- Manage a high volume of incoming calls, achieving a 95% call answer rate and providing accurate information to patients and visitors.
- Implemented an electronic medical records (EMR) system, resulting in a 30% reduction in paperwork and improved data accuracy.

Education

2017 - 2021

BS in Healthcare Administration

Indiana University Northwest / Gary, IN