

Francisca Duplechin

Clerical Associate

Profile

Dedicated Clerical Associate with one year of experience providing exceptional administrative support in fast-paced environments. Proficient in handling office tasks, maintaining accurate records, and managing schedules. Demonstrated ability to adapt to new software and systems quickly. Known for strong organizational skills, attention to detail, and excellent communication abilities, contributing to increased efficiency and productivity.

Employment History

Clerical Associate at St. Luke's Health System, ID

Apr 2023 - Present

- Successfully streamlined patient intake procedures, reducing average wait time by 15% and improving overall patient satisfaction by 10%.
- Implemented an electronic filing system for patient records, resulting in a 25% increase in efficiency and reducing misfiled documents by 80%.
- Coordinated and scheduled over 2,000 appointments per month, maintaining a 95% accuracy rate and contributing to a 20% increase in the number of patients seen per day.
- Trained and mentored 5 new clerical associates, improving team productivity by 30% and reducing onboarding time by 50%.

Clerical Assistant at Blue Cross of Idaho, ID

Sep 2022 - Feb 2023

- Successfully managed and organized over 5,000 patient records, resulting in a 30% decrease in retrieval time and a 15% reduction in errors for Blue Cross of Idaho.
- Streamlined the appointment scheduling process, leading to a 25% increase in appointment bookings and a 20% reduction in no-shows for the organization.
- Implemented a new filing system that increased efficiency by 40% and reduced document misplacement by 60%, significantly improving overall office productivity at Blue Cross of Idaho.

Certificates

Certified Administrative Professional (CAP)

Apr 2022

Microsoft Office Specialist (MOS)

Dec 2020

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Education

Associate of Applied Science in Office Administration at College of Southern Idaho, Twin Falls, ID

Aug 2018 - May 2022

Relevant Coursework: Office Management, Business Communications, Administrative Procedures, Records & Database Management, Accounting Principles, Human Resources, Microsoft Office Suite, and Customer Service.

Links

[linkedin.com/in/franciscaduplechin](https://www.linkedin.com/in/franciscaduplechin)

Skills

Data Entry

Microsoft Excel

QuickBooks

Adobe Acrobat

Typing Speed

Google Suite

File Management

Languages

English

Urdu