

Marra Arnaudo

Health Care Concierge

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☎ (371) 426-7044

📍 Orlando, FL

Education

**Bachelor of Science in
Health Care Administration
at Florida International
University, FL**

Aug 2017 - May 2022

Relevant Coursework:

Healthcare Policy, Healthcare
Finance, Healthcare Quality &
Safety, Healthcare Law & Ethics.

Links

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

Skills

Customer service

Communication

Scheduling

Medical knowledge

Administrative tasks

Problem-solving

Time management

Languages

English

Portuguese

Hobbies

Cooking

Reading

Yoga

Profile

I am a Health Care Concierge with over 1 year of experience in providing exceptional customer service to clients and health care providers. My expertise lies in navigating the complexities of the medical system, coordinating medical appointments, and providing assistance to clients and health care providers. I have a strong background in customer service, medical terminology, and medical records management. I am skilled in developing and maintaining relationships with clients and providers, and I am proficient in utilizing a variety of software and computer applications. I am highly organized, detail-oriented, and possess excellent communication and problem-solving skills. I am passionate about helping people and providing the best possible customer service to clients.

Employment History

Senior Health Care Concierge at MDVIP, FL

Nov 2022 - Present

- Achieved a 95% satisfaction rate from clients through providing superior customer service and health advice. This was achieved through conducting proactive outreach and follow-up calls to ensure client satisfaction and by providing personalized solutions to meet their health needs.
- Reduced patient wait times by 20%, resulting in a more efficient and stress-free environment for clients. This was accomplished by streamlining the check-in process, ensuring that all necessary paperwork was completed prior to the appointment and utilizing an online scheduling system.
- Increased patient retention by 10%, due to offering customized health plans and services tailored to the individual's needs. This was accomplished through developing relationships with patients, providing educational resources and offering support and guidance to help them achieve their health goals.

Health Care Concierge at Physicians Premier, FL

Aug 2022 - Oct 2022

- Improved service satisfaction ratings by 10% within 6 months: I developed and implemented a new customer service program that focused on providing personalized care and attention to all patients. This included creating an online portal for patients to easily book appointments, answer questions, and get updates. As a result, the patient satisfaction ratings increased from 70% to 80% within 6 months.
- Streamlined medical billing process by 30%: I worked closely with the accounting department to identify areas where the medical billing process could be improved. By automating certain steps, such as generating invoices and tracking payments, I was able to reduce the time spent on medical billing by 30%.
- Generated \$40,000 in revenue through outreach programs: I organized and conducted outreach programs to local businesses and organizations to increase awareness of the clinic's services and generate additional revenue. Through my efforts, I was able to generate \$40,000 in additional revenue for the clinic.

Certificates