

Titania Dobbelaere

Receptionist Assistant

Details

titania.dobbelaere@gmail.com

(453) 936-5211

1234 Magnolia Lane, Nashville, TN 37212

Profile

Dedicated Receptionist Assistant with 1 year of experience providing exceptional front desk support and administrative assistance. Skilled in managing schedules, handling calls, and maintaining a welcoming environment for clients and visitors. Proficient in Microsoft Office Suite and adept at learning new software quickly. Strong communication and interpersonal skills, committed to delivering outstanding customer service and enhancing office operations.

Employment History

Receptionist Assistant at Acumen Physician Solutions, TN

Mar 2023 - Present

- Successfully managed a high call volume of over 100 calls daily, ensuring efficient and accurate routing to appropriate departments, resulting in a 30% reduction in call wait times.
- Streamlined office operations by implementing an effective filing system, leading to a 25% increase in document retrieval efficiency for Acumen Physician Solutions staff.
- Coordinated and organized over 50 meetings and events per year, including booking venues, managing catering, and handling logistics, resulting in seamless and successful events for the company.
- Reduced expenses by 20% through diligent monitoring and management of office supplies inventory, negotiating with vendors for better pricing, and implementing cost-saving measures.

Junior Receptionist at Tennessee Oncology, TN

Sep 2022 - Jan 2023

- Successfully managed the scheduling of over 200 patient appointments per month, ensuring timely and efficient access to oncology services for all patients.
- Streamlined the front desk workflow by implementing a new check-in process, reducing patient wait times by 15%.
- Assisted in the transition to a new electronic medical records system, resulting in a 20% decrease in paperwork and increased accuracy in patient data management.
- Consistently maintained a patient satisfaction rate of 95% or higher through exceptional customer service and prompt resolution of any concerns or issues.

Education

Diploma in Office Administration at Chattanooga State Community College, Chattanooga, TN

Aug 2018 - May 2022