**Sam Haywood**

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# Objective

Medical office administrator with over five years of customer service, data entry, and general office experience. Seeking a position to apply my education and experience to help [COMPANY X] provide an excellent experience for their patients.

# Experience

## The Medical Office

## 111 11th Drive Waynesville, NC 28786

Scheduler

March 2013 - Present

* Communicate with patients in person, by phone, or email to schedule appointments or address scheduling concerns
* Accurately Record patient medical information, appointment type, and referral source in electronic system
* Verify accuracy of insurance provider on record

## The Call Center

## 222 22nd Ave Arden, NC 28704

Customer Support Associate

January 2011 – March 2013

* Received inbound calls to answer customer credit questions and address customer concerns
* Entered updated customer information into electronic system and kept record of all contacts
* Assisted customers in working through financial needs to set up reasonable payment plans
* Achieved 98% satisfaction among customers surveyed at The Call Center

## Hamburgers, Hamburgers, Hamburgers

## 333 33rd Street Asheville, NC 28801

Crew Member

August 2010 – January 2011

* Operated cash register and took customer orders
* Prepared quality hamburgers in a fast paced environment
* Ran drive-through during peak service hours
* Cleaned workstation thoroughly during and after shift

# Education

## Haywood Community College, Clyde, NC A.A.S. Medical Office Administration

August 2013 – May 2015

# Internship

## Haywood Hospital

## 444 44th Blvd, Clyde, NC 28721

Medical Records Department

August 2014 – December 2014

* Entered patient information into patient electronic medical records database
* Reviewed incoming forms for accuracy and distributed them to the appropriate parties
* Gathered patient medical records as needed to distribute to different departments

# Honors & Awards

## Johnson Award for Excellent Customer Service

The Medical Office

2014

## Dean’s List

Haywood Community College

Fall 2013, spring 2014, spring 2015