

ANNA ROSA SANTINI

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Medical Office Manager

Manage the day-to day operations and performance of urgent care front office and clinical staff. Customer service focused, resolving issues in a real-time environment, including employee relations, customer service, financial issues, patient concerns, operations, and compliance. Support the company brand by providing vision and leadership by example. Establish productive relations at all staff levels. Provide focus on those strategies that deliver growth, and execute plans to meet established goals and performance metrics.

STRENGTHS & EXPERTISE

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|------------------------|--------------------------------------|------------------------------|
| ♦ Leadership | ♦ Insurance Eligibility Verification | ♦ Customer Service |
| ♦ Patient Intake | ♦ Team Training / Development | ♦ Quality Assurance |
| ♦ Medical Referrals | ♦ Cash / Co-Payment Management | ♦ Electronic Medical Records |
| ♦ Laboratory Processes | ♦ Compliance Monitoring | ♦ Front Desk Operations |

PROFESSIONAL EXPERIENCE

24/7 MD, New York, NY

Urgent Care Site Manager, 2013 - Present

- Manage all aspects of urgent care site, consistently meeting and exceeding performance goals for quality care, patient satisfaction, profit, and revenue.
- Promoted from assistant manager to oversee all daily resources and activities, performance, implementation of policies and procedures, and external relationships.
- Assess patient flow, work times, and schedules to achieve efficiency and patient comfort.
- Develop productive, cooperative relationships among physicians, front desk, administrative, and clinical support staff, applying open communication, and resolving conflicts or issues.
- Direct, train, and coach staff in methods of increasing doctor satisfaction, including proper advance preparation of patient care areas, medical records, and proactive anticipation of doctor needs.
- Create staff schedules for all clinical and support personnel to ensure adequate office coverage.
- Regularly audit office practices, including documentation, policy and procedural compliance, reviews of patient charts, monitoring interaction with patients, and quality reviews.
- Act with integrity to maintain the confidentiality of patients and file documents.

DICK'S SPORTING GOODS, Rockaway, NJ

Customer Service Representative, 2010-2013

- Managed high customer call volume, communicating by phone, email, and internet chat platforms.
- Exceeded metrics for customer satisfaction by learning merchandise features, advantages, and benefits, and providing product and service solutions.
- Coordinated returns, refunds, and exchanges, recorded issues and resolutions.
- Organized files and administrative records for the area manager.

UNITED STATES COAST GUARD, Hampton Bays, NY

Dorm Chief, 2009-2010

- Managed facility dorm accommodating 54 recruits, enforcing rules and delegating tasks.
- Coordinated with instructors to create work tasks for recruits, and reported incidents requiring disciplinary action.

Additional experience as Customer Service Representative, Zabar's – New York, NY.

EDUCATION & TRAINING

High School Diploma
CPR Certified ♦ HIPAA Compliance Certified