

Alexis Power

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Experienced professional with extensive customer service background in search of an opportunity within a growing company.

Authorized to work in the US for any employer

Work Experience

Bartender

Four Star Cafe - Congers, NY

Present

I currently bartend at a new upscale restaurant in Congers, NY. Busy, upbeat and fast paced environment

Senior Medical Secretary/Surgical Scheduler

Bon Secours Medical Group - Suffern, NY

March 2018 to April 2023

- Greet and registered patients upon arrival
- Customer service and phone skills
- Run insurances through Epic EMR system
- Surgical scheduling support staff for all three departments including electrophysiology, cardiac surgery and heart failure.
- Insurance authorizations
- Create insurance referrals for patients
- Collect copays
- Provide daily support to providers and management
- Floated to other offices within our company to help out in various different areas throughout Rockland County

Administrative Assistant/Receptionist

Flynn Optometry LLC - Pearl River, NY

September 2015 to February 2018

- Submitted vision insurance claims
- General phone and email correspondence
- Scheduled appointments for patients
- Collected copays
- Fitting patients for glasses
- Taught patients how to put in contact lenses
- Eye glass sales
- Extensive knowledge of the vision industry
- Adjusted and repaired glasses
- Operated OCT machine to take photos of the optic nerves for the doctor

Customer Service Representative

Complete Medical Supplies, Inc - Suffern, NY

May 2013 to February 2014

- Organized weekly sales reports for the sales department to track product success.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Generated sales and inventory reports in Excel with data from a variety of different resources
- Managed daily office operations and maintenance of equipment.
- General office secretarial duties for the owner and managers
- Worked in the inbound call center
- Collected and documented orders
- Inventoried spreadsheets

Education

Bachelor of Science in Social Sciences and Humanities

Saint Thomas Aquinas College - Sparkill, NY

2011

Associate of Science in Liberal Arts

Rockland Community College - Suffern, NY

2008

Skills

- Proficient in Microsoft Office, Phone Saavy, People Person, Quick Learner, Multitasker, Organized, Outgoing, Reliable
- Medical Scheduling
- Office Administration
- Medical Receptionist
- Insurance Verification
- Medical Records
- EMR systems
- Medical office experience
- Front desk
- Epic
- Medical terminology
- HIPAA
- Phone Etiquette
- Patient Care
- ICD-10
- Multi-line Phone Systems
- English
- Hospital experience

- Customer service
- Computer skills
- Administrative experience
- Office experience
- Dental receptionist
- Medical terminology
- Epic
- Medical records
- EMR systems
- ICD-10
- Typing
- HIPAA
- Hospital experience
- Customer service
- Front desk

Assessments

Supervisory skills: Motivating & assessing employees — Proficient

February 2022

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Proficient](#)

Customer service — Proficient

August 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Protecting patient privacy — Proficient

January 2022

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

Customer focus & orientation — Proficient

January 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Medical receptionist skills — Proficient

December 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

Medical terminology — Proficient

December 2023

Understanding and using medical terminology

Full results: [Proficient](#)

Basic computer skills — Proficient

January 2024

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.