

# Paige Robinson

## **FRONT DESK ASSOCIATE, CLERICAL RECEPTIONIST**

Denver, CO 80214

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## Professional Summary

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To obtain a position where I may excel at utilizing my customer service and administrative skills in an environment that I can thrive and continue to learn.

Authorized to work in the US for any employer

## Work Experience

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### **Administrative Assistant / CPA Assistant**

Private CPA-Edgewater, CO

December 2022 to Present

- Assist in creating and editing financial document
- Organization help with light bookkeeping
- Assist with filing
- Send emails to all clients to answer questions prior to filing their taxes
- Confirm all inquiries with the clients
- Scanning and filing as needed
- High level of customer service, patience and attention to detail

### **Front Desk Coordinator / Pediatric Scheduling**

Peak Pediatrics-Wheat Ridge, CO

June 2022 to October 2022

- Checking in and checking out patients, averaging 90-120 patients a day
- Answering phones and taking efficient messages while communicating through the computer system with all staff
- Collecting co-pays / deductible fees while retrieving patients insurance and photo ID'S
- Input all demographics before and during the patients appointment
- Running office reports as assigned
- E Chart filing and scanning
- Scheduling patients prior to there visits and during the working scheduled day
- Scanning, faxing
- Chart abstraction

### **Orthopedic Phone Operator**

Cornerstone Orthopedics and Sports Medicine-Wheat Ridge, CO

August 2021 to May 2022

- Answer all incoming telephone calls on a multi line system

- Average 1500 calls per operator for 17 doctors on the shift
- Trouble shoot and send efficient and thorough tasks to all of the clerical and medical staff
- Listen to the patients concerns and frustration with empathy
- Work under extremely high volume of work and stress while maintaining excellent customer service
- Help the medical staff scan in paper work at the end of the day.
- Use a scan, fax, excel and outlook

### **Front Desk Coordinator/Receptionist**

Stautzenberger College-Toledo, OH

January 2021 to July 2021

- Answer calls on a multi line phone system fast and efficiently
- Direct all calls to the appropriate extensions as needed
- Take thorough notes and send the messages via email to the Directors , Doctors and all departments as needed.
- Have the ability to work under pressure and problem solve when encountering difficult people and situations
- Communicate sensitive inquiries as they arise and know how to handle them calmly and professionally
- Greet all visitors and direct them to the appropriate classrooms or offices
- Understand multiple department's functions and how to communicate with them regarding the students needs
- Be able to type fast, take perfect notes and think on your feet while multitasking

### **Front Desk Coordinator**

Denver Family Medicine-Denver, CO

June 2018 to December 2020

Checks patients in/out, answer all incoming phone calls. Very high level of scheduling patients and high call volume. Prepare charts for the nurses. Schedule clinical follow ups and procedures for 4 Doctors and 2 Nurse Practitioners. Assure all patients have updated authorizations and referrals as needed. Collect co payments and keep track of your cash bank. Open and close the facility. Communicate closely with the MA's and Doctors to ensure the schedule runs smoothly. Check emails and voicemails throughout the day.

### **Front Desk Associate**

Marriott International, Inc./SpringHill Suites-Denver, CO

November 2017 to April 2018

Make reservations, greeting guests, taking phone calls, handling correspondence, managing check-in operations, and answering to inquiries. Demonstrates customer service orientation, accuracy, computer literacy, proactivity, and good communication skills.

### **CONCIERGE, ADMINISTRATIVE ASSISTANT TO PROPERTY MANAGEMENT/PARK LANE CONDOMINIUM HIGH RISES**

Park Lane High Rises ( Washington Park )-Denver, CO

December 2015 to August 2017

Maintain and assist with all preparation of invoices prior to being given to the property manager to be reviewed and processed by the accounting department for payment. Assist with clerical functions and handle resident and owner relations follow-ups. Service the initial point of contact for residents and supporting staff needs. Superior organizational, follow-up, and trouble-shooting skills, maintained, in a demanding environment.

### **Front Desk Associate**

Warwick International Hotel ( Downtown )-Denver, CO

November 2014 to October 2015

Check in/check out all guests upon arrival and departure and process credit card authorizations and apply all payments. Run all AM/PM reports, file and follow-up throughout the shift. Maintain and balance a daily bank and submit all totals at end of shift to the accounting department. Keep track of second hand log pertaining to upkeep of housekeeping and maintenance requests throughout shift. Perform bucket check on PM shift. Maintain and uphold excellence in guest relations as well as creating a unique and high level of customer service created by Warwick International Hotels.

### **Front Desk and Sales associate**

European Wax Center ( Cherry Creek )-Denver, CO

September 2011 to July 2014

Responsible for handling the scheduling of all clients as well as checking them in and out at typically a high level of volume. Answering all incoming calls as well as all confirmation calls three days prior to scheduled appointments. Other responsibilities included opening and closing the facility, maintaining correct credit card batches and drawer balances upon the end of each shift for the General Manager. I was expected to maintain a specific level of sales goals and communicate efficiently with co-workers and clientele. This position required a high level of customer service and exceptional interpersonal skills and attention to detail.

### **Front Desk Coordinator**

Magnolia Hotel ( Downtown )-Denver, CO

January 2006 to July 2007

Handle a very high volume of guests in a luxury downtown Denver hotel. Duties included checking in and checking out guests, run all daily reports at the specific time stated by the company. Maintain a daily bank and run reports reflecting all cash transactions and postings that are sent over to the accounting department at the end of each shift. Perform bucket check on PM shift, communicate closely with housekeeping and maintenance to ensure all guests needs are performed in a timely manner. This position required a high level of customer service set forth by Magnolia Hotel, and to multi-task and work under pressure in a demanding environment.

### **MEDICAL SCHEDULER**

Athens Regional Medical Center / Hospital-Athens, GA

December 2004 to October 2005

Check patients in and out for three doctors as well as maintaining their block schedules. Carry out all confirmation calls, sorted and mailed out all claims and handled all medical records for the doctors. Perform insurance verification prior to patient's appointments. Faxing and filing as well as various clerical duties and helping all nurses maintain paperwork and prepare chart preparation for nurses and physicians upon check-in. Collect all co-payments before and after procedures.

## **Education**

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METROPOLITAN STATE COLLEGE OF DENVER

### **BASIC STUDIES**

WESTHILL INSTITUTE HIGH SCHOOL MEXICO CITY D.F.

## **Skills**

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- CUSTOMER SERVICE (10+ years)
- RECEPTIONIST (10+ years)
- RETAIL SALES (4 years)
- EXCELLENT CUSTOMER SERVICE SKILLS (10+ years)
- TIME MANAGEMENT (10+ years)
- Scheduling (10+ years)

- Billing (5 years)
- Cash Handling (10+ years)
- Marketing (1 year)
- Microsoft Word (10+ years)
- Office Experience
- Typing (10+ years)
- Multi-line Phone Systems (10+ years)
- Property Management (2 years)
- Computer Literacy (10+ years)
- Clerical Experience (10+ years)
- Medical Records (5 years)
- Medical Office Experience (5 years)
- Insurance Verification (4 years)
- Guest Relations Experience (10+ years)
- Data entry
- Medical terminology
- Medical Scheduling
- Guest Services
- EMR Systems
- Medical Receptionist
- HIPAA
- Microsoft Excel
- Phone etiquette
- Microsoft Office
- Microsoft Outlook
- Dispatching
- Customer service
- Communication skills
- Medical records
- Property management
- Property leasing
- Leadership

## Certifications and Licenses

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### **Medical Billing Certification**

## Additional Information

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### SKILLS

Excellent customer service skills. Impeccable time management and ability to thrive under pressure, as well as having great interpersonal relations with coworkers.