Marisol Cervantes

Phoenix, AZ · marisol.cervantes@example.com · (602) 555-0152 · linkedin.com/in/example-marisol-cervantes

My Key Qualifications

- Front-desk receptionist at Banner Health outpatient clinic, greeting patients, routing calls, and managing check-in and check-out.
- **Epic** used daily for appointment scheduling, registration, and indexing referral and ID documents at the front desk.
- **Insurance and demographic verification** at check-in, cutting registration corrections from 6 per week to 2 with a standardized verification checklist.
- **45 to 60 appointment confirmations per day**, calling patients and documenting responses in Epic and Microsoft Outlook.
- Scanned and indexed 80 documents per week with **zero returned scanning errors** in the final 2 months.
- **HIPAA-compliant intake audit** project for a nonprofit clinic, identifying 12 recurring form errors and a revised intake checklist.
- Bilingual appointment reminder workflow in **English and Spanish** raised on-time confirmation responses 18% in a 4-week pilot.

Experience

Receptionist I — **Banner Health**, nonprofit health system and medical group

Jun 2025 – Jul 2026 · 1 yr 1 mo

- Greeted patients and visitors at a busy outpatient clinic, checked patients in and out, and kept the reception area professional and welcoming.
- Improved demographic and insurance intake accuracy at check-in, cutting registration corrections from 6 per week to 2 by verifying identification cards, insurance details, and required forms against a standardized checklist before finalizing visits in Epic.
- Answered and routed calls on a multi-line phone system and scheduled appointments in Epic, escalating urgent patient concerns to clinical staff.
- Confirmed 45 to 60 appointments per day through reminder outreach for primary care and pediatric visits, calling patients, updating contact details, and documenting responses in Epic and Microsoft Outlook.
- Scanned, named, and filed referral documents and ID cards under clinic conventions, indexing an average of 80 documents per week with zero returned scanning errors in the final 2 months.
- Handled confidential patient information in line with HIPAA requirements while completing daily tasks including faxing and next-day appointment paperwork preparation.

Education

- **Arizona State University** — Bachelor of Science in Health Care Coordination · 2021 – 2025 · Relevant coursework: Medical Terminology, Health Information Systems, Healthcare Administration, Business Communication

Sample resume made with Specific Resume · specificresume.com

Projects

- **Bilingual Appointment Reminder Workflow**
  Built a patient reminder workflow in English and Spanish for a student clinic operations project serving a campus health office. Raised on-time confirmation responses by 18% over a 4-week pilot.
  Tech: Microsoft Excel, Microsoft Outlook, Process Mapping
- **Front Desk Intake Audit**
  Reviewed check-in paperwork and privacy steps for a class project supporting a local nonprofit clinic's reception process. Identified 12 recurring form errors and recommended a revised intake checklist.
  Tech: Microsoft Word, Microsoft Excel, HIPAA, Workflow Analysis

Skills

- **Front Desk & EHR:** Epic, Appointment Scheduling, Patient Check-In and Check-Out, Insurance Verification
- **Office Systems:** Multi-line Phone System, Microsoft Outlook, Microsoft Excel, Microsoft Word, Document Scanning, Fax
- **Compliance:** HIPAA