


PRIYANKA PATEL

**Medical Office Administrator &
Customer Service**

 **(587) -228-8110**

 **priyahp8743@gmail.com**

Edmonton, AB CANADA T6X 3B2

Summary

Detail-oriented and compassionate Clinical Medical Office Assistant with comprehensive training and hands-on experience in providing administrative and clinical support in medical settings. Proficient in medical terminology, patient interaction, and electronic health records management. Seeking to leverage skills and expertise to contribute effectively to a dynamic healthcare team. Highly organized and reliable with a background in warehouse and customer service roles.

EXPERIENCE

Parsons Medical Centre

25 MARCH,2024 to 22 APRIL,2024

625 Parsons Rd SW, Edmonton, AB T6X 0N9

Medical Office Administrator Clinical Work Experience (Completed 160 Hours)

- ◆ Completed 160 hours of clinical work experience.
- ◆ Verified insurance coverage and secured necessary authorizations for patient appointments and procedures.
- ◆ Assisted patients, physicians, and LPNs in maintaining smooth clinic operations and completing patient registrations accurately.
- ◆ Accessed medical records via Alberta Netcare, managed WCB claims, ECG, UTI labels, cardio phone vascular, recall labs, prenatal physicals, and diagnostic recalls.
- ◆ Managed referrals, reviewed and processed incoming faxes, and other documentation related to referrals, recalls, and consultations.
- ◆ Performed accurate data entry of patient demographics and insurance details into EHR systems (e.g., Health Quest Software).
- ◆ Coordinated with healthcare providers and insurers to address billing and authorization concerns.
- ◆ Operated office equipment like voicemail systems, copiers, fax machines, and document scanners.
- ◆ Maintained cleanliness and organization in examination areas, ensuring they were well-stocked with supplies.
- ◆ Assisted in taking vital signs, conducting examinations, performing wart procedures, and checking worksheets (e.g., consultation forms, referrals, lab results).
- ◆ Sent patient reminders via phone, email, or text.
- ◆ Proficient in scheduling patient appointments and managing multiple calendars.

AMAZON CANADA

19 FEBRUARY,2023 to CONTINUE

27383 92 AVE, YEG2, ACHESON, AB, CANADA

FC ASSOCIATE

- ◆ Arranging goods, handling, merchandise, and packages based on size and destination.
- ◆ Maintained accurate inventory records through manual and computerized systems.
- ◆ Packed, sealed, and labelled materials for shipping.
- ◆ Carrying out and filling work orders promptly as required, as well as having strong organizational skills.
- ◆ Excellent verbal and written communication skills.
- ◆ Strong interpersonal and teamwork skills, attention to detail; excellent multitasking skills, suitable time management skills and computer literacy.

WALMART SUPERCENTRE

04 APRIL,2021 to 22 JULY, 2022

2881 MAIN ST S, AIRDRIE, AB CANADA

CUSTOMER EXPERIENCE SALES FLOOR ASSOCIATE

- ◆ Communicating with other associates to ensure floor coverage is maintained.
- ◆ Helped customers on the sales floor and answered customer calls.
- ◆ Contributed to store shrinkage control to reduce losses and help the team meet profit goals.
- ◆ Upheld the sales floor's organizational, cleanliness and recovery standards and helped maintain the entire store professionally.
- ◆ Professionally resolved customer complaints while maintaining excellent customer standards.
- ◆ Maintained store cleanliness, signage accuracy, and professional customer service standards.
- ◆ Answered incoming calls from customers seeking product or service information.

- ♦ Used POS system to scan customer purchases, calculate prices and process transactions.

Shell Gas Station

Feb 2020 to Oct 2022

Airdrie, AB Canada

Sales Associate

- ♦ Supported cashiers and customers in locating products, confirming prices, and replenishing stock.
- ♦ Used POS system to scan customer purchases, calculate prices and process transactions.
- ♦ Greeting customers, responding to questions, cross-selling products and introducing new ones.
- ♦ Document sales by creating or updating customer profile records.
- ♦ Helped customers quickly navigate stores and locate items.

AMAZON FULFILLMENT CENTER

Sep 2020 to April 2021

YYC1, Calgary, AB Canada

FC Shipping Associate

- ♦ Arranging goods, handling, merchandise and packages based on size and destination.
- ♦ Packed, sealed, and labelled materials for shipping.
- ♦ Carrying out and filling work orders promptly as required, as well as having strong organizational skills.
- ♦ Excellent verbal and written communication skills.
- ♦ Strong interpersonal and teamwork skills, attention to detail; excellent multitasking skills, suitable time management skills and computer literacy.

7-ELEVEN CANADA INC

Nov 2019 to April 2020

Cross-field, AB Canada

Sales Associate

- ♦ Manage transactions with customers using cash registers.
- ♦ Collect payments whether in cash or credit and issue receipts, refunds, and changes.
- ♦ Scan goods and ensure pricing is accurate.

UMC VICTORIA HOSPITAL

July 2013 to Jan 2017

Kira RD, Kampala, Uganda

Receptionist

- ♦ Greeted guests promptly and consistently set a professional tone with friendly assistance.
- ♦ Shared information about office hours, procedures, and requirements to resolve walk-up telephone questions.
- ♦ Made appointments for patients on medical office software, contracted insurance companies on behalf of patients for approval and processed co-payments.
- ♦ Answered telephone, distributed mail and faxes, and prepared patient files.
- ♦ Manage transactions and print receipts for payments.
- ♦ Verified data and scanned into documents imaging software.
- ♦ Entering all demographic details into the electronic health record.

DR. SURENDRA D PATEL [GYNECOLOGISTS & OBSTETRICIAN]

Jan 2009 to Aug 2010

Anand, Gujarat, India

Nurse Assistant

- ♦ Conduct physical exams & take detailed health care histories.
- ♦ Listen to patients and analyze their physical and emotional needs.
- ♦ Communicated with patients to educate them on disease prevention.
- ♦ Recorded patient medical history and documented previous or observable.

DESTINY STOCK MARKET

Sep 2010 to Sep 2011

Vadodara, Gujarat, India

Customer Care Representative

- ♦ Managed customer inquiries and complaints, providing appropriate solutions.
- ♦ Keep records of customer interactions, process customer accounts and file documents.
- ♦ Manage substantial amounts of incoming phone calls.
- ♦ Respond to customer inquiries via phone, email, chat or in person.

EDUCATION

- ♦ **NAIT (Northern Alberta Institute of Technology) Edmonton, AB CANADA**
Medical Office Administrator | Dec-2022 to Dec-2023 | Certificate Course
- ♦ **NAIT (Northern Alberta Institute of Technology) Edmonton, AB CANADA**
Intermediate First Aid Laval-C & CPR | Nov-2023
Medical Terminology | Jan 2023 to April 2023
Microsoft SharePoint Foundation | Nov 2023
OHSC- Health & Safety Orientation Certificate Course | Dec 2023
- ♦ **Nursing Assistant (Diploma Course) | 2009-2010**
Gujarat Paramedical – Ahmedabad, Gujarat INDIA
- ♦ **University Degree**
Bachelor of Science [FOOD & NUTRITION] 2006-2009
Sardar Patel University, Vidyanagar, Gujarat, INDIA

SKILLS & ABILITY

- ♦ **Technical Proficiency:** Microsoft Office Suite: Proficient in Word, QuickBooks; Excel, PowerPoint, Teams, and Outlook
- ♦ **Medical Expertise:** Proficient in EHR systems, medical billing, and coding; strong knowledge of medical terminology.
- ♦ Medical billing, administrative tasks such as filing, photocopying, scanning, patient record
- ♦ ECG (Cardio Phone Hookup)
- ♦ File & Database Management
- ♦ Record Keeping, Coordinate meetings, appointment
- ♦ Drivers Medical, WART Procedure, Prenatal Physical, MVA (Motor Vehicle Accident)
- ♦ Excellent attention to detail and accuracy in recording and entering patient information
- ♦ **Administrative Skills:** Recordkeeping, appointment scheduling, database management, and insurance verification.
- ♦ **Interpersonal Skills:** Exceptional communication, patient interaction, and customer service.
- ♦ **Organizational Abilities:** Strong multitasking, time management, and task prioritization skills.
- ♦ **Teamwork:** Collaborative, reliable, and able to work effectively in fast-paced environments.
- ♦ **Other Skills:** ECG, wart procedures, prenatal physicals, MVA documentation, and general office equipment operation.

References:

- ♦ **Jayshil Rajguru** – Amazon Fulfillment Center : (Mo): 647-270-3156, Email: rjayshil@gmail.com
 - ♦ **Harjit Toor** - Parsons Medical Center Manager: (Mo)- 780-999-3225
 - ♦ **Justin**- Walmart Supercentre Manager: (Mo) - 403-390-6971
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