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# Venna Pletzer

Medical office  
coordinator

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## Details

[venna.pletzer@gmail.com](mailto:venna.pletzer@gmail.com)

(197) 355-1223

2450 Windy Hill Rd SE, Marietta, GA 30067

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## Profile

I am a medical office coordinator with over three years of experience. I have extensive experience in customer service, scheduling, and insurance verification. I am a motivated self-starter who is able to work independently with little supervision. I am also proficient in Microsoft Office Suite and have excellent written and verbal communication skills

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## Employment History

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### Medical Office Coordinator at Piedmont Healthcare, GA

Jun 2022 - Present

- Led a team of 10 medical office coordinators and successfully increased patient satisfaction rating by 5%.
- Implemented new scheduling system that decreased patient wait time by 15%.
- Created training program for new hires that resulted in 0% turnover rate for 6 months.
- Negotiated with insurance companies to decrease denials by 30%.
- Wrote grants totaling \$100,000 which funded new equipment and supplies for the clinic.

### Medical Office Assistant at WellStar Health System, GA

Aug 2019 - May 2022

- Answered phones and scheduled appointments for up to 30 patients per day.
  - Greeted patients and collected insurance information upon arrival.
  - Entered patient medical histories and symptoms into the electronic health record (EHR).
  - Assisted physician with examinations, treatments, and procedures as needed.
  - Managed office inventory, ordered supplies, and maintained cleanliness in exam rooms.
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## Education

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### Medical office coordinator: High school diploma or equivalent at Georgia Institute of Technology, Atlanta, GA

Sep 2014 - May 2019

I have learned to multitask, manage time, and be organized while studying to be a medical office coordinator.

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## Links

[linkedin.com/in/vennapletzer](https://www.linkedin.com/in/vennapletzer)