

Savanna Umstead

Medical Office Manager

Profile

I am a Medical Office Manager with over 5 years of experience in the medical field. I have extensive knowledge of office administration and management, as well as strong interpersonal and communication skills. I am able to effectively manage staff and patients, while ensuring that all office operations run smoothly. I am highly organized and detail-oriented, with a proven ability to multitask and handle multiple projects simultaneously. I thrive in fast-paced environments and enjoy working collaboratively to achieve success.

Employment History

Medical Office Manager at Piedmont Healthcare, GA

Mar 2022 - Present

- Led a team of 15 medical office staff members and increased patient satisfaction rating by 12%.
- Implemented new systems for managing patient records which resulted in a 25% reduction in errors.
- Coordinated with insurance companies to get patients the coverage they needed and saved the office \$5,000 per month in billing costs.
- Hired and trained 3 new front desk employees who increased productivity by 10%.
- Negotiated with vendors to get discounts on supplies which lowered operating costs by 15%.

Assistant Medical Office Manager at WellStar Health System, GA

Aug 2017 - Feb 2022

- Led a team of 15 medical office staff members and successfully delegated tasks to ensure efficient patient care.
- Implemented new software that increased productivity by 30%.
- Trained 5 new employees on company policies and procedures.
- Negotiated with insurance companies to get favorable rates for the practice.
- Kept the office organized and running smoothly on a daily basis.

Certificates

Certified Medical Office Manager (CMOM)

Nov 2020

Certified Professional Coder (CPC)

Jun 2019

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📍 1232 Spring Street, Atlanta, GA 30303

Education

Associate's Degree in Health Administration or Business Administration at Georgia State University, GA

Aug 2012 - May 2017

Through my Associate's Degree in Health Administration or Business Administration, I have learned how to manage finances, create and interpret financial reports, understand and use accounting software, and develop leadership and management skills.

Links

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

Skills

Medical office procedures

Medical billing and coding

Electronic health records (EHRs)

Scheduling appointments

Insurance claims processing

Patient registration

Languages

English

Dutch