



Shanice Hameen

Medical Receptionist

I have over 1 year of experience as a medical receptionist. I am efficient in handling customer inquiries, managing patient records, and scheduling appointments. My interpersonal skills allow me to build positive relationships with patients, which contributes to providing excellent customer service. I am also proficient in using various computer software programs related to my work duties. Overall, I am a reliable and hardworking individual who is capable of ensuring the smooth running of a medical facility's front desk operations.

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7401 W Park Ave, Houma, LA 
70360

Education

**High School Diploma at
Louisiana State University,
LA**

Sep 2017 - May 2021

I've learned how to effectively communicate with others, how to manage my time wisely, and how to think critically.

Links

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

Skills

Medical Terminology



Insurance Verification



Patient Scheduling



Medical Billing and Coding



Electronic Health Records (EHR)
Management



Customer Service



Languages

English



Urdu



Employment History

Medical Receptionist at Ochsner Health System, LA

Mar 2022 - Present

- Answered an average of 60 phone calls per day.
- Greeted an average of 30 patients per day.
- Scheduled appointments for 15 patients per day.
- Entered patient data into the system correctly and completely 95% of the time.
- Checked in patients quickly and efficiently 98% of the time.
- Managed payments and collections smoothly.

Medical Receptionist II at Louisiana State University Health Sciences Center, LA

Sep 2021 - Jan 2022

- Answered an average of 60 phone calls per day.
- Greeted and directed an average of 30 patients per day.
- Scheduled appointments for new and existing patients.
- Entered patient demographics, insurance information, and visit details into the electronic medical record (EMR) system.
- Verified insurance coverage and benefits prior to appointment scheduling.
- Collected co-pays/deductibles at time of service.

Certificates

Certified Medical Receptionist (CMR)

Dec 2020

Registered Medical Receptionist (RMR)

Mar 2019

Memberships

American Academy of Family Physicians

American Medical Association