**AMY DESMOND**

**21 Crescent Street, Whitman, Massachusetts 02382**

**(781) 799-7467** [**amy.desmond16@yahoo.com**](mailto:amy.desmond16@yahoo.com)

**Objective**

**Seeking a clerical or Administrative Assistant position within the Town of Whitman. The transferable and interpersonal skills learned from my previous work experiences can benefit me in my prospective work. My ability to multi task and quick learning skills will assist with acclimating myself to the Town position.**

**PROFESSIONAL EXPERIENCE**

**Surgical booking Coordinator 2017-present**

**Signature Medical group, Brockton Massachusetts**

**Prioritize assignments according to the needs of the Physician and patients, views booking slips for completeness; obtain prior authorizations from the insurance company before booking surgery. Schedule all surgeries and outpatient procedures in conjunction with Physicians schedule, schedule all pre op and Radiology testing. Notify patient of special preparation for surgery. Document in all related Hospital systems the necessary information for surgery. Document in Physicians calendar time and location of procedure. Obtain consent form, H and P; obtain all lab results, EKG and Radiology results. Maintain open communication between the Physician, staff and patient.**

**Claims Service Center Representative 2015-2017**

**Arbella Insurance, Quincy Massachusetts**

**Interact directly with customers, agents and business partners to establish and assign new loss reports. Assist claim service specialists in investigating and resolving claims for multiple lines of business. Responding to customer inquries.**

**Customer Service Representative 2014-2015**

**Arbella Insurance-Quincy, Massachusetts**

**Provide timely, courteous, and efficient customer service to customers, Responsible for building and maintaining positive relationships with customers and co-workers, Initiate corrections as a result of a telephone call or correspondence, coordinating corrections to completion. Enter policy and billing data into appropriate information systems for insurance policy cancellations, reinstatements, and billing corrections.**

**CT TECH AIDE 2011 – 2014**

**SOUTH SHORE HOSPITAL – Weymouth, Massachusetts**

**Assist cat scan technologists with patient needs. Handle and field all incoming calls/inquiries from other departments within the hospital. Organize and coordinate all exam requisitions. Assist with the transport of patients. Record all cat scan exams in the hospital recordkeeping system. Interact with all levels of hospital personnel to ensure the highest quality of patient care.**

**TRANSPORTER, 2009 – 2011**

**SOUTH SHORE HOSPITAL – Weymouth, Massachusetts**

**Transported patients to and from their rooms, emergency room or testing in a timely, friendly manner.**

**EDUCATION & CREDENTIALS**

**Whitman-Hanson Regional High School 1993 • Massasoit Community College – Brockton, Massachusetts, Medical Assisting Program 1993**

**Microsoft Office, Meditech, Amicas, PACS System, IDX, Allscripts**