

ROSE MARLEY

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Benicia, CA 94510

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415 573-5928

OBJECTIVE: **Clerical/Customer Service**

SUMMARY OF QUALIFICATIONS

- 7 years' experience in the medical industry
- Excellent customer service skills
- Ability to communicate with people from different backgrounds
- Consistently received compliments from patients for "going above and beyond" for providing excellent service
- Basic knowledge of medical terminology

COMPUTER SKILLS Microsoft Word and Excel, Sunrise

TRAINING AND EDUCATION

Spectrum Community Services, Inc.

Hayward, CA

State-certified Word Processing/Business Software Training Program

Chabot College Credit 24 semester units

Intensive hands-on training in Microsoft Word, Excel, and keyboarding

Mission Language Vocational Center

San Francisco, CA

Certificate in Medical Assisting

PROFESSIONAL EXPERIENCE

AmeriChoice Inc.

Newark, CA

Real Estate Loan Assistant/Telemarketer

2007 – Present

- Assist loan office in every phase of process, including the interview of clients
- Consistently and successfully meet monthly and weekly client quotas
- Received reward as top telemarketer
- Fill out paperwork to meet guidelines of lenders
- Answer questions for clients on different phases of loans

California Pacific Medical Center

San Francisco, CA

Patient Registration Representative

2000 – 2007

- Greeted patients and gathered demographic and insurance information
- Process patient information and entered into Patient Registration System
- Handled paperwork according to government regulations and requirements, managed care contracts, and third party requirements
- Interviewed patients/family to obtain the required patient and guarantor demographic and insurance information
- Identified patients needing financial assistance and made referrals to appropriate resources

Consumer Research Associated

San Francisco, CA

Project Assistant

1994 – 2000

- Called potential clients to recruit them into research programs
- Coordinated research study meetings and gathered necessary paperwork
- Scheduled rooms for meetings and arranged refreshments
- Entered participant information into database