

Laura Clark

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Communicative individual experienced in providing exceptional customer service in busy office environments. Skilled in managing multiple tasks with accuracy and efficiency. Adept at creating and updating records and filing systems. Committed to delivering best customer service and fostering positive relationships with customers.

Work Experience

Front Desk Receptionist

Ascend Orthodontics - Loveland, CO

August 2023 to October 2023

Greeted and welcomed visitors in a professional manner while managing

- multiple tasks simultaneously.

Provided a high level of customer service to all clients.

- Managed incoming calls, directing them to appropriate staff members or taking detailed messages as necessary.

Input data into marketing website. Made phone calls, sent texts, and e-mails to

- encourage new customers to schedule an appointment.

Processed payments received from customers via cash or credit card

- transactions accurately and efficiently.

Maintained an organized front desk area, ensuring all forms were up to date and

- available for visitors.

Performed data entry and administrative duties such as filing, scanning

- documents, updating databases.

Updated client contact information regularly in order to keep accurate records

- of communications sent out.

Customer Service Representative

Eye Center of Northern Colorado - Fort Collins, CO

August 2021 to August 2023

Maintained a high level of professionalism when dealing with difficult customers.

- Handled customer complaints and inquiries in a courteous and efficient manner.
- Provided exceptional customer service to ensure customer satisfaction.
- Demonstrated excellent communication skills, both verbal and written, in order to effectively interact with customers.

Developed strong customer relationships and loyalty through effective

- communication.

Maintained knowledge of company products to provide helpful suggestions and

- recommendations to customers.

Developed positive relationships with customers through friendly interactions.

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Displayed strong organizational skills while managing multiple projects

- simultaneously.

Performed data entry tasks accurately and in a timely manner.

- Utilized problem-solving techniques to identify solutions for complex customer inquiries.

Assisted with training and mentoring new team members.

- Adhered to company policies and procedures while providing superior service.
- Participated in team meetings to discuss new ideas for improving the overall quality of customer service provided.

Remained open to feedback from supervisor and peers to build and improve

- skills set.

Updated and maintained database with accurate customer information and

- timely data entry.

Professional Proofreading Owner/ Operator

Proofability.com - Big Piney, WY

January 2018 to July 2022

- Utilized strong communication skills to negotiate contracts and close deals.
- Assessed customer needs and developed tailored presentations accordingly.
- Performed regular market research activities in order to identify target markets.
- Analyzed market trends, competitor data, and customer feedback to develop new strategies for success.

Provided excellent customer service by responding promptly to inquiries and

- resolving issues in a timely manner.

Demonstrated excellent customer service skills when dealing with client

- inquiries.

Utilized persuasive communication techniques to close deals quickly and

- efficiently.

Performed market research to identify potential sales opportunities.

- Utilized a consultative approach when engaging prospects over the phone or during face-to-face meetings.

Researched market and competitor trends, implementing best practices to

- improve customer satisfaction.

Elected Health Care Board Official

Sublette County Rural Healthcare District Board of Trustees - Pinedale, WY

August 2010 to November 2018

Collaborated closely with medical professionals to provide a safe environment

- for both patients and staff members.

Attended weekly board meetings.

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- Demonstrated excellent communication skills when interacting with patients and staff members.

Ensured compliance with local laws, regulations, policies, procedures, and

- standards relating to mental health care security.

Developed strong relationships with clients through active listening and

- providing appropriate support.

Utilized conflict resolution strategies to mediate disputes between board

- members and public.

Adhered to strict confidentiality protocols when dealing with sensitive

- information related to patient care.

General Office Clerk

Sherwood Enterprises - Big Piney, WY

July 2009 to September 2011

Organized and maintained office filing systems to ensure efficient retrieval of

- documents.

Greeted visitors warmly upon their arrival at the office premises.

- Created and distributed memos, reports, and other correspondence in a timely manner.

Performed basic bookkeeping duties such as invoicing customers or reconciling

- accounts receivable and payable ledgers.

Organized physical files in accordance with company policies and procedures.

- Proofread documents for accuracy prior to distribution.
- Utilized advanced computer software applications such as Microsoft Word, Excel, Outlook, Access, and PowerPoint.

Updated databases regularly with new information ensuring accuracy of

- records.

Processed orders received via phone or email efficiently.

- Answered incoming calls promptly and professionally while responding to customer requests for information or assistance.

Developed strong customer service skills to assist with inquiries from internal

- and external contacts.

Supported staff by performing data entry and completing administrative duties.

- Sorted and indexed information, setting up and maintaining specialized filing systems.

Director of Radiology

Sublette County Rural Healthcare District - Big Piney, WY

May 2007 to January 2009

Created and managed annual budget for Radiology department, ensuring that

- all financial goals were met.

Evaluated employee performance regularly through observation, feedback

- sessions.

Worked closely with physicians to review imaging studies.

- Performed research into new technologies related to radiological diagnostics and treatments.

Trained staff on the use of new medical equipment, ensuring quality results.

- Provided leadership in the development of policies and procedures related to radiological services.

Oversaw scheduling of patients' exams and procedures using advanced

- software systems.

Maintained high standards for patient safety by enforcing strict protocols for

- radiation exposure levels.

Assisted in the recruitment process for new radiologists including interviewing

- candidates.

Ensured compliance with regulatory standards such as HIPAA, OSHA, JCAHO.

- Collaborated with other departments to ensure proper patient care and satisfaction.

Implemented effective strategies to reduce costs while maintaining quality of

- service.

Participated in professional societies, organizations related to radiology practice

- in order to stay up-to-date on industry trends, developments.

Coordinated interdepartmental communication between Radiology and other

- healthcare departments.

Conducted regular meetings with staff members to discuss operational issues

- and provide feedback on performance.

Developed and implemented new workflow processes to improve Radiology

- department efficiency.

Consulted with vendors on purchasing decisions related to equipment upgrades

- or replacement.

Recruited, trained and supervised a team of qualified radiologic technologists.

- Maintained inventory of supplies used in the radiology department.
- Investigated customer complaints regarding services provided by the radiology department.

Monitored equipment performance and troubleshoot technical problems when

- necessary.

Provided leadership and direction to radiology staff including delegating tasks,

- monitoring performance, and providing feedback for improvement.

Director of Radiology

Star Valley Medical Center - Afton, WY

September 2003 to May 2007

Monitored department performance metrics such as turnaround times, accuracy

- rates. to identify areas of improvement.

Implemented effective strategies to reduce costs while maintaining quality of

- service.

Trained staff on the use of new medical equipment, ensuring quality results.

- Created and managed annual budget for Radiology department, ensuring that all financial goals were met.

Conducted regular meetings with staff members to discuss operational issues

- and provide feedback on performance.

Maintained high standards for patient safety by enforcing strict protocols for

- radiation exposure levels.

Analyzed data trends from diagnostic tests performed within the department to

- assess effectiveness of services provided.

Participated in professional societies, organizations related to radiology practice

- in order to stay up-to-date on industry trends, developments.

Provided leadership in the development of policies and procedures related to

- radiological services.

Evaluated employee performance regularly through observation, feedback

- sessions.

Coordinated interdepartmental communication between Radiology and other

- healthcare departments.

Collaborated with other departments to ensure proper patient care and

- satisfaction.

Oversaw scheduling of patients' exams and procedures using advanced

- software systems.

Performed research into new technologies related to radiological diagnostics

- and treatments.

Ensured compliance with regulatory standards such as HIPAA, OSHA, JCAHO.

- Assisted in the recruitment process for new radiologists including interviewing
- candidates.

Managed the scheduling of radiologic exams using computerized systems such

- as RIS and PACS or EMRs.

Monitored equipment performance and troubleshoot technical problems when

- necessary.

Consulted with vendors on purchasing decisions related to equipment upgrades

- or replacement.

Recruited, trained and supervised a team of qualified radiologic technologists.

- Maintained inventory of supplies used in the radiology department.
- Conducted regular meetings with staff members to discuss operational updates.
- Collaborated with other healthcare professionals across departments to ensure
- quality patient care.

Ensured compliance with all applicable laws, regulations and standards related

- to radiology operations.

Participated in budget planning sessions for the radiology department.

- Provided leadership and direction to radiology staff including delegating tasks,
- monitoring performance, and providing feedback for improvement.

Investigated customer complaints regarding services provided by the radiology

- department.

Education

Associate in Applied Science (A.A.S.) in Radiologic Technology

Western Wyoming Community College - Rock Springs, WY

June 1996

Skills

- Scheduling Appointments
- Complex Problem-Solving
- Sorting and Labeling
- Telephone Etiquette
- Operational Requirements
- Customer Assistance
- Word Processing
- Patient Records Gathering
- Performance Improvement

- Expense Reporting
- Team Collaboration
- Manage Files
- Cloud-Based File Organization
- Visitor and Customer Relations
- Greet Visitors
- Office Management
- Availability Record Keeping
- Verbal and Written Communication
- Meeting Minutes
- Strategic Planning
- Reminder Calls
- Office Supply Ordering
- Filing
- Calendar Management
- Listening Skills
- Administrative Skills
- Time Management
- Email Decorum
- Computer Proficiency
- Sensitive Information Handling
- Route Correspondence
- Correspondence Typing
- Front Desk Operations
- Staff Management
- Microsoft Office
- Business Administration
- Employee Evaluation
- Proofreading

Certifications and Licenses

Driver's License