

# Rebecca Schlueter

## **Clinic Office Scheduler**

Minnetonka, MN 55343

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612-618-4917

More than 16 years successful experience in the office management and support with recognized strengths in Customer Service Computer Skills and willing to learn new things. I have eagerly taken on increasingly more difficult responsibilities and job duties within various departments. I have gained experience and excelled within the day to day operational business activities. Authorized to work in the US for any employer

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## Work Experience

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### **Clinic Scheduler**

Pediatric Surgical Associates - Minnetonka, MN

January 2018 to Present

Answering incoming calls to schedule surgical consults, follow ups and post ops for Urology and General Pediatric Surgeons. Make outgoing reminder phone calls. Call on referrals from Primary Clinics. Scheduling any radiology testing that needs to be done with the appointment. Get Medical records.

### **Clinic Office Assistant**

North Memorial Health Minnetonka

August 2015 to August 2017

Registration for new patients, Scheduling appointments for patients, Releasing medical records to patients, Verifying insurance, Answering phone calls, Occupational medicine registration, Patient chart review daily, Collected co-pays, Scanned documents into chart

### **Information Specialist**

Minneapolis Association of Realtors

August 2006 to July 2014

Processing and verifying customer applications. Consulting and training customers on equipment and web portal use, troubleshooting defective equipment. Customer correspondence via email and online chat. Events customer relations, event set up and on site assistance.

August 2012 took on the additional role of store management with the tasks of stocking merchandise, product pricing, and closing cash drawer at end of day.

### **Accounting Coordinator**

Minneapolis Association of Realtors

May 2003 to August 2006

Process billing, post payments, deposit reconciliation, 10 key, collections, proofing reports

### **Receptionist/Office Administrator**

Minneapolis Association of Realtors

October 2001 to May 2003

Call center management, office mailings, Ad/hoc projects