

# Sharon Kunkel

Fort Collins, CO 80521

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Skilled Patient Service Representative adept at working under general supervision as member of care team providing exceptional patient services. Greets patients, completes registrations and verifies insurance coverage. Offers strong attention to detail and high accuracy, professional attitude and reliable nature. Handles confidential and sensitive information with care.

## Work Experience

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### **Office Administrator**

Colorado In Motion - Fort Collins, CO

October 2022 to Present

Answered telephones, distributed mail, and faxes, and prepared patient files.  
Scheduled patient appointments, sent notifications and handled rescheduling needs.  
Balanced drawers and managed petty cash usage.  
Kept reception area clean, orderly and ready for start of following day.  
Welcomed patients, pharmaceutical reps and other visitors to doctor's office.  
Entered, verified and updated patient information into systems.  
Calmed anxious patients by explaining upcoming procedures and answering questions.

### **Patient Services Representative**

Centers for Gastroenterology - Fort Collins, CO

September 2020 to October 2022

Answer incoming calls, scheduling office appointments in EMR (EPIC) for 9 gastroenterologists  
Accessed patient information through various software applications, maintaining strict confidentiality to remain compliant with HIPAA regulations  
Supported clinic operations using customer service skills and detailed system knowledge.  
Identified insurance payer sources and verified insurance coverage.  
Notified supervisor of customer complaints or critical issues for prompt assistance or remediation.

### **Front Desk Supervisor**

The Holland Hotel - Alpine, TX

January 2015 to March 2020

Responded to guest complaints and researched issues to develop solutions and negotiate results.  
Reviewed VIP reservations and updated computer systems to control suite assignments and properly handle special blocked reservations.  
Remained calm and alert during high-volume shifts and resolved issues with critical thinking and diplomatic communication.  
Supervised front desk cash management, accepted and recorded vouchers and processed credit cards.  
Recruited, hired and trained staff to cultivate team-oriented atmosphere.

### **Front Office Manager**

The Antelope Lodge and Gift Shop - Alpine, TX

April 2014 to January 2015

Received incoming calls and coordinated with hotel staff to fulfill requests and resolve issues  
Balanced accounts and conducted nightly audits to keep bookkeeping current  
Managed end-to-end guest experiences, including resolving complaints and coordinating responses to individual needs.  
Trained new hires in company policies, work processes and job-specific tasks.

### **Co-owner/co-manager**

Pecan Grove RV - Alpine, TX  
January 2010 to June 2014

Collected residents' monthly rent payments, recorded transaction details and submitted bank deposits promptly to ensure availability of operating funds  
Provided excellent service and attention to customers when face-to-face or through phone conversations  
Propelled continuous quality improvement in various areas of business

### **MRI Technologist**

Bastrop MRI - Bastrop, TX  
October 2005 to September 2009

Captured and developed images following physicians' orders allowing proper diagnosis and treatment  
Maintained highest levels of quality, safety and patient confidentiality by following hospital and regulatory guidelines when collecting patient information and conducting imaging procedures  
Maintained inventory and supply levels for contrast materials, film, catheters and other medical items, checking inventory stock and reordering items running low.  
Evaluated doctors' orders and patients' diagnoses to determine optimal imaging procedures.

### **MRI Technologist**

Alliance Imaging Technology - Ruidoso, NM  
May 2003 to June 2005

Captured and developed images following physicians' orders allowing proper diagnosis and treatment  
Wrote reports summarizing testing procedures and outcomes for physicians  
Selected appropriate imaging techniques or coils to produce required images.

## Education

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### **Associate of Applied Science in Applied Science**

Pima Medical Institute Albuquerque - Albuquerque, NM  
August 2003

## Skills

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- Insurance verification Customer service  
Patient admitting Patient intake  
Educate patients Improve patient care
- Hotel experience
- Guest services
- Front desk

- Customer service
- Leadership
- Typing
- Cash handling
- Office management
- Epic
- Bookkeeping
- Medical terminology
- HIPAA
- Hospital experience
- Medical imaging
- QuickBooks
- Cash register
- Continuous improvement
- Hospitality
- Supervising experience
- Organizational skills
- Communication skills
- Administrative experience
- Microsoft Excel
- Phone etiquette
- Microsoft Word
- Microsoft Office
- Management
- English

## Assessments

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### **Work style: Professionalism — Proficient**

January 2024

Tendency to be accountable, professional, open to feedback, and act with integrity at work

Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

January 2024

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.