

RITA M. COY

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PROFILE

Highly accomplished and results driven professional with broad based experience in Administration, Medical Office Management, and Customer Service. Extensive experience providing superior care while ensuring smooth operations and regulatory compliance. Effective communicator with the proven ability to build and maintain long-term relationships by establishing a high level of confidence and trust. Multi-talented with the motivation to work independently within a fast-paced work environment. Consistently recognized for the capacity to exercise courtesy, firmness, and fairness, build and maintain solid relationships with co-workers, and interact effectively with all levels of staff and management. Resourceful problem solver who has a positive attitude, combined with excellent administration and patient management skills. Possesses outstanding organizational and analytical skills, intense work ethic, strong sense of responsibility and the ability to execute a variety of tasks with a high degree of honesty and integrity.

AREAS OF EXPERTISE

Medical Office Administration • Patient/Customer Services • General Administration • Scheduling • Dispatching • Problem Solving • Time Management • Organizational Skills • Multi-tasking • Computer Skills • Interpersonal Skills • Oral and Written Communications Skills

PROFESSIONAL EXPERIENCE

Leica Biosystems (Staffing Agency Placement)
Shipping and Receiving/Warehouse

Nov 2018 to Dec 2018

Snap-On Tools (Staffing Agency Placement)
Shipping and Receiving/Warehouse

May 2018 to Oct 2018

Three Oaks Assisted Living

Jun 2013 to Feb 2017

Vitas

Sep 2010 to Dec 2013

Heritage Woods

Jul 2008 to Jan 2010

Certified Nursing Assistant in Assisted Living and Hospice Environments

- Assisted in various resident care activities allowing residents to maintain a high quality of life and related services necessary in caring for the personal needs, hygiene care, and comfort of the residents.
- Established rapport with all my patients and their families, especially important in geriatric and hospice environments.
- Maintained accurate records regarding services provided to patients and vitals taken.
- Assisted patients with diabetic test monitoring.

Nova Care

Oct 2006 to Feb 2008

Physical Rehabilitation Aide

- Conducted ultrasounds and electrical stimulations using TEMS unites, as well as assisted patients with their exercise routines, including use of the exercise equipment and stretching.
- Performed an assortment of administrative duties for the patients and doctors.

Resume

Rita M. Coy

Page 2

Alpine Family Physicians
Front Desk Coordinator

Jul 2005 to Oct 2006

- Greeted patients, obtained patient information, scheduled appointments, answered phones, billed customers and filed documentation.

Comcast Cable
Cable Installer/Dispatcher

Sep 2001 to Jul 2005

- Installed cable boxes and direct lines into customer's homes as well as troubleshoot customer's cable difficulties.
- Performed dispatch and customer service responsibilities, including entry of technician's daily routes and customer notes.

Sysco Foods
Customer Service Representative

Feb 2000 to Sep 2001

- Answered customer calls, dispatched trucks, maintained billing, collections, and return authorizations for customer accounts.

EDUCATION/CREDENTIALS

Elgin Community College, Elgin, IL
EKG Technology coursework

J. Renee, Crystal Lake, IL
Phlebotomy Certification

William Rainey Harper College, Palatine, IL
Computer Science coursework

REFERENCES

Will be available upon request