
JOHN DOE

567 Rosewood Lane ~ Colorado Springs, CO 81207 ~ 960-555-1212
[johndoe@gmail.com](mailto: johndoe@gmail.com) ~ www.Linkedin.com/in/JohnDoe

PROFILE

Executive Assistant with extensive skills in customer service, communication and project management. Achieved successful 13-year track record of profitable small business ownership. Talent for mastering technology quickly. Recently completed Microsoft Office Suite certificate course. Diplomatic and tactful with professionals and nonprofessionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports meeting stringent HMO and insurance guidelines.

Flexible and versatile -- ability to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrives in deadline-driven environments. Excellent team-building skills.

SKILLS SUMMARY

Project Management	Computer Savvy	Insurance Billing
Report Preparation	Customer Service	Accounting / Bookkeeping
Written Correspondence	Scheduling	Front-Office Operations
General Office Skills	Marketing & Sales	Professional Presentations

EXPERIENCE

Communication: Reports / Presentations / Technology

- Prepared complex reports for managed-care organizations and insurance companies, ensuring full compliance with agency requirements and tight deadlines.
- Authored professional correspondence to customers and vendors.
- Designed and delivered series of classes for local businesses and associations, providing ergonomic counseling. Educated employees on proper lifting techniques to avoid injury.
- Conducted small group sessions on meditation / relaxation techniques.
- Communicated medical concepts to patients using layman's terms to facilitate understanding.
- Rapidly learned and mastered varied computer programs; recently completed Microsoft Office Suite certificate course.

Customer Service / Marketing / Problem Solving

- Managed front-office operations and provided impeccable customer service.
 - Built a clientele supported by 60% referral business.
 - Developed and implemented strategic marketing plan for business
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- Created special promotions, wrote / designed print and outdoor advertising, and coordinated all media buying.
- Won over a highly skeptical medical community as the first chiropractor to target MDs for informative in-service demonstrations and classes.
 - Presentations resulted in standing-room-only crowds of 50+.
 - Four MDs subsequently became patients and referred family members as well.
 - Increased client base by one-third resulting from MD referrals.

Detail Mastery & Organization

- Managed all aspects of day-to-day operations as multisite owner and practitioner of Attwater Chiropractic.
 - Oversaw facility rental / maintenance
 - Performed patient scheduling for busy office averaging 52 appointments weekly.
 - Managed accounts payable / receivable, invoicing, insurance billing, budgeting.
 - Supervised a total of eight medical receptionist interns.
 - Facilitated compliance with all healthcare facilities and insurance requirements.

EMPLOYMENT

ATTWATER CHIROPRACTIC - Colorado Springs, CO, Pueblo, CO, Cheyenne, WY
Owner / Operator, 1997 – Present

LAKEVIEW RESTAURANT & CAFÉ - Minneapolis, MN
Waiter, 1994 - 1997

EDUCATION

Northwestern College of Chiropractic, Minneapolis, MN
Degree: Doctor of Chiropractic

- Four-year advanced degree requiring 30-34 credit hours per quarter.
- GPA: 3.89/4.0
- Licensed to practice chiropractics in Colorado, Minnesota, Wyoming and Montana.

Barton County Community College, Great Bend, KS
Associate's Degree in Pre-chiropractic Care

TECHNICAL SKILLS

- Microsoft Word, Excel, PowerPoint, Access
- Visio
- Medisoft (Insurance Billing Software)