

# **RICHARD L. HOBBS**

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## **“Medical Manager”**

Healthcare Leadership = Healthcare Management, Excellent Customer Service = Communication Skills, Coordination Skills = Critical Thinking Skills:

### **SKILLS:**

Hospital Environment, Electronic Medical Records & Microsoft Proficient, U.S. Health Insurance Portability Act, Medical Education, Relationship Building, Meticulous, Legal Knowledge, Technology Skills, Consistent Decision Making, Analytical Skills, Active Listening Skills, Patient Safety, CPR/AED Certified, Receptionist Expertise, Cross-Trained, Putting People First.

“Plan, direct, or coordinate medical and health services in hospitals, clinics, managed care organizations, public health agencies, or similar organizations.”

### **EDUCATION:**

Carrington College - Mesa, 2016 - CMA

Carrington College – Phoenix, 2017 - AA

DeVry University – Phoenix, 2019 - BS

### **EXPERIENCE:**

Central Arizona Heart Specialists: Cardiology Chandler, AZ

12/2018 – Present - Front Office Supervisor (Team Leader)

- Lead a team of four schedulers
- Make on the spot decisions consistently
- In charge of employee schedules/positions for front office
- Building relationships with patients
- Cross trained all over the office

09/2016 –11/2018 – Medical Receptionist/EMR/Certified Medical Assistant

- First and Last face the patient’s see
- Make appointments in EMR for both doctor visits and testing.
- Provide excellent customer/patient service
- On call dispatch for local hospital Emergency Rooms (Dispatch: Page Doctor’s)

Mc Donald’s: Chandler, AZ

02/2016 – 09/2016 – Client Services

- Excellent customer service
- Maintained cleanliness
- Operated cash registers
- Cooked menu items

Rosati's Pizza: Phoenix, AZ

10/2014 - 05/2015 – Customer Service/Cook

- Performed quick paced projects OPEN/CLOSE tasks
- Operated cash registers
- Prepared menu items

Self-Employed: Phoenix, AZ

03/13 – 11/2014

- Providing a sale of business
- Stocking supplies in truck load
- Maintaining a positive mental attitude
- Outstanding Customer Service to build rapport selling not only myself, but the company.

10/11 – 12/12 LITTLE CEASARS INC. Phoenix, AZ

Assistant Manager

- Manage a crew of 12 employees
- Inventory of ordering and incoming supplies.
- Support management with the opening and closing of registers, handling cash and deposits.
- Maintain outstanding Customer service

**AFFILIATIONS:**

Phi Beta Lambda, Phoenix AZ DeVry Chapter President

- Compete against other students from other Universities in Business Ethics during timed testing/performance events: Awards and certificates for placing candidates
- Expanding my knowledge in business literacy
- Learning to network and communicate

Volunteer, Chandler AZ Chandler Regional Medical Center

- Front desk help
- Hospital patient room deliveries
- Census guide experience