

# Estephany Reyes- Charles

## **Medical Assistant**

Bronx, NY 10455

[estephany.reyes@gmail.com](mailto:estephany.reyes@gmail.com)

(929) 227-5795

Experienced customer service professional, offering enthusiasm and exceptional work ethic, dedicated to positive guest relations.

### HIGHLIGHTS:

- Time Management • American Red Cross First Aid CPR
- Point of Sale (POS) System and AED certification operation • Reliable/flexible schedule • Team Oriented
- Excellent Interpersonal Skills • Exceptional Customer Service skills • Bilingual Spanish/English
- Inventory Management
- Supervision

## Work Experience

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### **Medical Assistant**

Riverdale Pediatrics - Bronx, NY

September 2019 to Present

- draw blood from venipuncture
- set up the room
- take proper vaccinations
- vitals
- take patients reason of visit
- bilirubin blood drawn
- send out for lab crops and quest
- set up nebulizer
- Answer phones
- Make Copies/ send fax
- Register no fault patient/workers comp patients/lien patients
- send medical records upon request law firms/courts etc
- Weekly recalls to patients
- billing verification
- appointment scheduling for MRI to different facilities
- take messages for doctors
- follow if medical records was received

Assisted the Human Resource Benefits Department with Workers Compensation, clerical work and file maintenance

- Assisted in the Medical Practice Department updating the database and scheduling appointments
- Assisted in the PCW Department communicating with different contracted HHA Agencies to schedule service

- Prepared office correspondence for various departments within the company etc

### **Clerical Assistant/Receptionist/Medical Records**

Complete Spinal Rehabilitations - Bronx, NY

December 2018 to Present

- Answer phones
- Make Copies/ send fax
- Register no fault patient/workers comp patients/lien patients
- send medical records upon request law firms/courts etc
- Weekly recalls to patients
- billing verification
- appointment scheduling for MRI to different facilities
- take messages for doctors
- follow if medical records was received

Assisted the Human Resource Benefits Department with Workers Compensation, clerical work and file

maintenance

- Assisted in the Medical Practice Department updating the database and scheduling appointments
- Assisted in the PCW Department communicating with different contracted HHA Agencies to schedule service
- Prepared office correspondence for various departments within the company
- Prepared the materials used for promotional/advertising events
- Checking patient in/out and scheduling future appointments
- Scheduling appointments via phones
- Assist with the preparation of the new patient encounter for next day appointments
- Verifying health insurance for return and new patients
- Assist the Medical Assistant with getting the new patient's reports of test for the doctor's review
- etc

### **Cashier/Stand Manager**

Yankee Stadium - Bronx, NY

April 2017 to December 2017

Provide friendly and efficient service to ensure a pleasant dining experience for all guests suggesting menu

items and preparing specialty drinks according to specifications

- Fostered repeat business through excellent customer service
- Trained new servers on menu knowledge and steps of quality service
- Learned the menu for each function served and explained the major ingredients and preparation methods for each item to be served
- Prepared for and served guests during banquet functions in accordance with hotel standards of food and beverage quality presentation sanitation and warm hospitality
- Learned the menu for each function served and explained the major ingredients and preparation methods for each item to be served

### **ASSISTANT MANAGER**

DOLLAR GENERAL - Bronx, NY  
January 2017 to December 2017

- Assisted with customer queries and concerns on a daily basis
- Adhered to all company policies and procedures while meeting monthly department targets
- Maintained a professional and courteous atmosphere to ensure customer satisfaction
- Promoted business by courteous and efficient service
- Informed customers of other services and reward the store offers
- Monitored checkout area to ensure that there is adequate amount of cash available and that all associates

are staffed appropriately, maintained clean and orderly checkout areas

- Inventory Management
- Sign in and out employees
- Cash cashier's out of register
- Refunds
- Cash handler
- Hire/ Terminate position
- Document paperworks

### **Medical Assistant/ Receptionist**

Obilo Pediatrics - Bronx, NY  
August 2014 to May 2017

- Answer phones
- Make Copies/ send fax
- Register no fault patient/workers comp patients/lien patients
- send medical records upon request law firms/courts etc
- Weekly recalls to patients
- billing verification
- appointment scheduling for MRI to different facilities
- take messages for doctors
- follow if medical records was received
- prepare lab work to be picked up by the lab

### **Server/Shift Lead**

Chik-fil-A - New York, NY  
February 2015 to January 2016

Provide friendly and efficient service to ensure a pleasant dining experience for all guests suggesting menu

items and preparing specialty drinks according to specifications

- Fostered repeat business through excellent customer service
- Trained new servers on menu knowledge and steps of quality service
- Learned the menu for each function served and explained the major ingredients and preparation methods for each item to be served
- Prepared for and served guests during banquet functions in accordance with hotel standards of food and beverage quality presentation sanitation and warm hospitality
- Learned the menu for each function served and explained the major ingredients and preparation methods for

each item to be served

### **Receptionist/Medical Assistant**

Metropolitan Hospital - New York, NY

February 2012 to September 2014

- Answer phones
- Make Copies/ send fax
- Register no fault patient/workers comp patients/lien patients
- send medical records upon request law firms/courts etc
- Weekly recalls to patients
- billing verification
- appointment scheduling for MRI to different facilities
- take messages for doctors
- follow if medical records was received

Assisted the Human Resource Benefits Department with Workers Compensation, clerical work and file

maintenance

- Assisted in the Medical Practice Department updating the database and scheduling appointments
- Assisted in the PCW Department communicating with different contracted HHA Agencies to schedule service
- Prepared office correspondence for various departments within the company
- Prepared the materials used for promotional/advertising events
- Checking patient in/out and scheduling future appointments
- Scheduling appointments via phones
- Assist with the preparation of the new patient encounter for next day appointments
- Verifying health insurance for return and new patients
- Assist the Medical Assistant with getting the new patient's reports of test for the doctor's review
- etc

### **Server/ Cashier /Manager**

McDonalds - Bronx, NY

October 2013 to August 2014

Provide friendly and efficient service to ensure a pleasant dining experience for all guests suggesting menu

items and preparing specialty drinks according to specifications

- Fostered repeat business through excellent customer service
- Trained new servers on menu knowledge and steps of quality service
- Learned the menu for each function served and explained the major ingredients and preparation methods for

each item to be served

- Prepared for and served guests during banquet functions in accordance with hotel standards of food and

beverage quality presentation sanitation and warm hospitality

- Learned the menu for each function served and explained the major ingredients and preparation methods for

each item to be served

### **Medical Assistant/ Receptionist**

Washington Heights Pediatrics - New York, NY  
April 2010 to April 2012

- Answer phones
- Make Copies/ send fax
- Register no fault patient/workers comp patients/lien patients
- send medical records upon request law firms/courts etc
- Weekly recalls to patients
- billing verification
- appointment scheduling for MRI to different facilities
- take messages for doctors
- follow if medical records was received
- etc

## Education

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### **High school or equivalent**

## Skills

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Microsoft office (10+ years), Communications (10+ years), Computer skills (10+ years), Verification (5 years), Phones (10+ years), Records Management (10+ years), Record Keeping (5 years), Bilingual (10+ years), Medical Records (4 years), Receptionist, Customer Service, Outlook, Scheduling, Microsoft Excel, MS Office, Cash Handling, Time Management, Microsoft Word, Data Entry, Organizational Skills, Vital Signs, Patient Care, Injections, EMR, CPR, EKG, CPR Certified, Filing, Venipuncture

## Awards

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### **Perfect attendance**

June 2008

### **Employee Of The Month**

November 2018

## Certifications/Licenses

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### **Medical Assistant**

Present

### **Driver's License**

January 2019 to January 2020