

# Melissa Salcedo

**N/A**

Lynbrook, NY 11563

[melissasalcedo87\\_udr@indeedemail.com](mailto:melissasalcedo87_udr@indeedemail.com)

+1 516 790 2543

Seeking a position that will offer the opportunity for professional, educational growth and challenge.

- Excellent telephone and in-person skills; able to quickly establish rapport with clients, identify needs, and match them with appropriate resources
- Experienced in customer relations and troubleshooting customer concerns, administrative tasks and information monitoring.
- Bilingual in English and Spanish, fluent in written and oral communication.

## Work Experience

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### **Front Desk Manager**

Complete Neuropsychology P.C - Rockville Centre, NY

September 2021 to July 2022

- Answer and screen high volume phone calls.
- Handle and redirect all patient queries.
- Take and distribute messages.
- Organize all incoming and outgoing mail.
- Coordinate appointments and verify patient insurance information.
- Managing patient records, medical billing and financial information.
- Managing providers schedules.
- Organizing all staff meetings.
- Managing doctors schedule and setting up appointments.

### **Front Desk Receptionist**

Women for Women OBGYN - New Hyde Park, NY

September 2019 to March 2020

- Answer and screen high volume of phone calls.
- Handle and redirect all patient queries.
- Take and distribute messages.
- Organize all incoming and outgoing mail.
- Coordinate appointments and verify patient insurance information before all patients can come in.
- Utilize MS office in daily tasks.
- Maintain a professional area.

### **Administrative Assistant/Front Desk Receptionist**

All Area Realty Services - Floral Park, NY

2017 to August 2019

- Answer and screen high volume of phone calls.
- Handle and redirect all resident and vendor queries.

- Take and distribute messages.
- Organize all incoming and outgoing mail.
- Coordinate meeting and appointments.
- Utilize MS Office in daily tasks.
- Search retrieve information for property managers.
- Organize and mailout all notices for residents to be distributed by property managers.
- Maintain a professional area.

### **Front Desk Receptionist**

Dr. Barry Heffron/ Chiropractor's Office - Rockville Centre, NY  
2014 to 2017

- Greet and check- in patients.
- Collect all patients medical records before coming in.
- Verify patients insurance information is up to date.
- Managing patients medical records, medical billing, and financial information.
- Collect patients copay.
- Answer and screen incoming calls.
- Coordinate patients appointments.
- Search retrieve patients information.
- Take and distribute messages for the the doctor.
- Maintain a professional area.

## Education

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### **N/A in Business Management**

Nassau Community College - Garden City, NY  
January 2012 to June 2014

### **High school diploma**

West Hempstead High School - West Hempstead, NY  
September 2006 to June 2010

## Skills

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- Guest Services
- Front Desk
- Insurance Verification
- Medical Scheduling
- Cash Handling
- Microsoft Outlook
- Medical Terminology
- EMR Systems