



# CASSANDRA SMITH

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## Summary

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Administration Assistant | Typist | Freelance VA – Virtue Online Solutions

Certificate of Medical Terminology

Bachelor of Nursing

## Experience

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Nucleus Network | St Kilda, Vic

**Recruitment Officer**

*05/2021 - Current*

- Screening of participants
- Trial booking
- Communication of study details and medical requirements
- Reimbursement advice
- Upwards of 30+ calls per day

Hoxton MPM

**Medical Transcriptionist**

*12/2019 - Current*

- Reviewed diagnostic and procedural terminology for accuracy.
- Made corrections when needed to grammar, spelling and syntax.
- Translated medical jargon and short-hand data into correct terminology.
- Transferred transcribed materials into electronic health records system.
- Edited drafts originating from speech recognition software to eliminate errors and improve flow.
- Demonstrated extremely fast and accurate typing abilities.

Totally Smiles Geelong | Geelong, VIC

**Front Desk Coordinator**

*10/2018 - 05/2021*

- Coordinated front desk staff
- Patient enquiries/bookings
- Payment plans & insurance quotes
- Aged Debtors/Payment Plans/External Debt Collection coordination
- Third party payor contact
- Balanced accounts and conducted banking daily to keep bookkeeping current.
- Facilitated communication between practitioners and patients and coordinated schedules between practitioners and patients.

Australian Unity Dental Clinic – South Melbourne

**Dental Receptionist**

*01/2017 - 03/2019*

- Verified, updated, and entered patient information into system.
- Demonstrated proficiencies in telephone, e-mail, and front-desk reception within high-volume environment.
- Maintained master calendar and scheduled new appointments based on provider availability.
- Answered and managed incoming calls and emails.
- Created and maintained accurate and confidential patient files according to regulatory mandates.
- Collected payments from patients and arranged payment schedules.
- Arranged documents for insurance claims.