Destiny Williams

FRONT DESK REPRESENTATIVE

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Summary

Front Desk Representative with 2 years of patient registration at an urgent care clinic and over a year of call center customer service. Checks in 70 patients a day, handles insurance verification and runs the clinic's scheduling software, bringing a positive attitude, a strong work ethic and solid computer skills to a fast front desk.

Skills

- Customer Service
- Scheduling Software
- Insurance Verification
- Patient Registration
- Payment Collection
- Computer Skills
- Microsoft Office Suite
- Multitasking
- Positive Attitude
- Work Ethic

Experience

Front Desk Representative 09/2024 - Present

Queen City Urgent Care Charlotte, NC

Front desk for a walk-in urgent care clinic open 7 days a week, seeing about 70 patients a day with 3 providers.

- Complete patient registration for about **70** walk-in and online check-ins a day, scanning IDs and insurance cards.
- Verify insurance eligibility before every visit, cutting claim denials caused by outdated coverage by 30% in one year.
- Manage the online check-in queue and post updated wait times every hour, keeping the lobby wait under 25 minutes.
- Collect copays and self-pay balances, closing out about $3,500 in daily payment collection with no drawer errors.

Customer Service Representative 06/2023 - 08/2024

Carolina Home Services Charlotte, NC

Inbound call center for a heating, cooling and plumbing company with 25 field technicians.

- Answered 60+ customer calls a day and booked service visits for 25 technicians across the Charlotte area.
- Resolved billing and scheduling complaints while multitasking across phone and chat, holding a 92% satisfaction score.
- Entered work orders and customer notes in the dispatch system, double-checking every address and gate code.
- Trained 2 new representatives on call scripts, the booking calendar and Microsoft Office Suite templates.

Education

High School Diploma 06/2023

Myers Park High School Charlotte, NC

Certificates

Certified Medical Administrative Assistant (CMAA)
National Healthcareer Association
02/2025

CPR and First Aid
American Red Cross
10/2024