Priya Raman

PART-TIME RECEPTIONIST

Raleigh, NC
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Certificates

Basic Life Support (BLS)
American Heart Association
09/2024

Microsoft Office Specialist: Excel Associate
Microsoft
03/2025

Skills

Customer Service
Appointment Scheduling
Patient Check-In
Multi-Line Phones
Microsoft Outlook
Microsoft Excel
Microsoft Word • Data Entry
Multitasking • Professionalism

Summary

Part-time receptionist with 3 years of front desk experience in a physical therapy clinic and a coworking space, available weekday afternoons around classes at Wake Tech. Handles patient check-in for 60+ visits a shift, manages appointment scheduling for 5 therapists and answers multi-line phones with professionalism.

Experience

Part-Time Receptionist 08/2024 - Present
Oak City Physical Therapy Raleigh, NC

Outpatient clinic with 5 therapists; 20 hours a week, Monday to Friday afternoons.

- Check in **60+** patients per 4-hour shift, verifying insurance cards and collecting copays at the front desk.
- Reduce unused therapist slots from 9 to 3 a week by filling same-day cancellations from a waitlist.
- Manage about 80 calls a day on multi-line phones and route referral messages through Microsoft Outlook within the hour.
- Track no-shows in Microsoft Excel and complete data entry for intake forms, helping hold the no-show rate under 8%.

Front Desk Assistant 05/2023 - 07/2024
Hillsborough Street Coworking Raleigh, NC

Part-time front desk at a 120-member coworking space.

- Welcomed 100+ members and guests a day, issuing visitor badges and booking 6 conference rooms.
- Drafted member notices and welcome letters in Microsoft Word, including 4 monthly newsletters.
- Logged incoming packages for 120 members while multitasking between the phone, the door and the mailroom.
- Answered 50+ calls a day on the main line, settling booking and billing questions without a transfer for most callers.

Education

Associate in Applied Science 05/2027
Wake Technical Community College Raleigh, NC
Medical Office Administration