

Daisy Martinez

714.470.2228

Daisy.Martinez54@gmail.com

History of orchestrating successful team workmanship by meeting and exceeding goals.

Managed external, internal and client-related correspondence.

EMAIL/PHONE CALLS

Provided and organized office policies and procedures

PROFESSIONAL EXPERIENCE

Receptionist

Health Connection of Tustin 2021- Present

Assist current/former clients with scheduling, billing and customer service needs.

- Handle difficult client conversations regarding schedules, rates, billing etc.
- Completed administrative day to day emails and phone calls in a timely manner
- Provide administrative support ie- sending mail, screening outside vendors ect

Receptionist

Dr. Jon M. Grazer MD, MPH, FACS 2019- 2021

Engage with clientele as the first point of contact in their medical procedures and assist current clients with billing and customer service.

- Handle current and future prospects by phone/e-mail and manage all follow up daily.
- Work in a team environment supporting each other to exceed customer expectations and sales goals.
- Display a high level of integrity and professionalism at all times in dealing with prospects, colleagues and outside contacts.

SKILLS

Customer Service

Administrative Support

Mac Systems

Microsoft Office

Windows

Employee Training
and Development

HIGHLIGHTS

Employee of the Month- March 2020

Responsibility and trust
with thousands of customer accounts

EDUCATION

Associates Degree,

Shelton State Community College

