

**MARY BETH RONDO**

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**MEDICAL OFFICE MANAGER**

More than 10 years of experience in providing medical office administration in a fast-paced patient centered environment with a dedication to operational excellence. Familiar with all day-to-day operations including hiring, training, scheduling, payroll and supervision of office staff, managing files and electronic medical records, insurance billing and claims reimbursement. Ensure compliance with HIPAA and OSHA regulations.

**PROFESSIONAL EXPERIENCE**

Northwest Community Hospital, Arlington Heights, IL 20xx to Present

**Medical Care Office Supervisor**

- Manage registration processes, reimbursement and customer service for department to maximize resources and patient service
- Contact health insurance companies for eligibility, benefits and claims information
- Supervise maintenance of electronic medical records and correspondence files
- Hire, train and schedule staff and provide in-service workshops monthly

Logins Chiropractic Center, Hoffman Estates, IL 20xx to 20xx

**Medical Office Assistant**

- Handled patient interactions including answering telephone and scheduling and confirming patients' appointments, surgeries, and medical consultations
- Greeted patients and assisted them in completing required intake forms
- Ordered and maintained inventory of supplies
- Interviewed patients to complete documents, case histories, intake and insurance forms

**COMPUTER SKILLS**

Microsoft Word, Excel and PowerPoint

**VOLUNTEER ACTIVITIES**

Palatine Township Senior Citizens Council, Palatine, IL 20xx to Present

- Answer phones, perform clerical duties and data entry
- Welcome visitors, provide directions and give tours of the facility
- Help with meal programs at Our Place Café
- Staff gift shop, inventory merchandise and provide customer assistance

**EDUCATION**

Harper College, Palatine, IL  
Associate in Applied Science, Health Care Office Manager 20xx

**PROFESSIONAL ASSOCIATION**

American Association of Healthcare Administrative Manager (AAHAM)