

Yasmin Sandoval

Patient Services Specialist, Medical Clinic Front Office

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STRENGTHS

- ♥ **Sensitive Patient Communication**
Patients often need calm answers first. Active listening and tact helped resolve concerns without losing professional boundaries.
- 👥 **Cross Station Coverage**
When staffing changed, stepped into unfamiliar front office stations and kept service moving with steady judgment.
- ☰ **Priority Management**
Structured task lists kept urgent needs visible during crowded clinic days, a habit coworkers came to trust.
- ♥ **Clear Written Materials**
Careful editing caught wording and formatting issues before distribution, giving patients and staff clearer next steps.
- 🔒 **Confidential Service**
Sensitive conversations required discretion. Protected information consistently while keeping patients, physicians, and colleagues informed.

SKILLS

Patient Services

Medical Front Office

Healthcare Administration

Clerical Support Customer Service

Confidential Information

Multitasking Critical Thinking

Problem Solving Active Listening

Conflict Management Copywriting

Editing Time Management

Cross Site Support

SUMMARY

Patient services professional with five years of healthcare front office experience across oncology, multispecialty, and ambulatory clinic settings. Coordinates clerical workflows, rotates across reception and administrative stations, and supports coverage needs during high volume clinic days. Protects **confidential information** while communicating with patients, physicians, clinical staff, employees, and community contacts. Uses active listening, tact, conflict management, **critical thinking**, and independent judgment during sensitive interactions. Prepares clear correspondence and patient materials with careful editing, proofreading, and Microsoft Office proficiency. Balances competing priorities through organized planning, **time management**, and practical **problem solving**. Experience supporting multiple locations has strengthened flexibility, service consistency, and collaboration. Brings a calm, thoughtful approach that helps patients feel heard and keeps front office operations dependable.

EXPERIENCE

Patient Services Specialist, Oncology Clinic

Blue Heron Hematology Associates 📅 June 2024 - Present 📍 Gainesville, FL

Supports oncology clinic front office operations across reception, clerical, communication, and administrative stations. Provides dependable coverage, protects sensitive information, and helps patients, physicians, and coworkers manage changing daily priorities.

- Rotated across oncology reception and clerical stations during changing patient volume and staffing needs.
- Protected confidential records during patient conversations, document preparation, and internal administrative handoffs.
- Resolved scheduling concerns through **active listening** and tact, escalating clinical questions appropriately.
- Prepared patient correspondence and internal notices in Word and Outlook with careful editing.
- Used Excel trackers and PowerPoint materials to organize follow up and clinic coordination.
- Covered colleague absences during peak periods, preserving accuracy across urgent clerical work.

Front Office Coordinator, Multispecialty Practice

Suncrest Multispecialty Clinic 📅 January 2023 - May 2024 📍 Ocala, FL

Managed daily front office coordination for a busy multispecialty practice across provider schedules, patient arrivals, telephone communication, and documentation. Adapted coverage across locations while maintaining clear communication, confidentiality, and dependable administrative follow through.

- Coordinated arrivals, telephone communication, documentation, and administrative requests across provider schedules.
- Reorganized work queues by urgency and appointment timing during same day schedule changes.
- Addressed patient concerns with diplomacy, clarifying next steps and routing clinical questions.
- Produced office communications in Word and Outlook, improving clarity for patients and staff.
- Maintained Excel logs for unresolved requests and cross site follow up needs.
- Supported a second clinic location, adapting quickly to local workflows and staffing demands.

Patient Services Representative, Ambulatory Practice

Lakeside Family Health 📅 October 2021 - December 2022 📍 Leesburg, FL

Delivered patient facing and clerical support in an ambulatory practice while building independent command of front office workflows. Managed simultaneous communication, documentation, and service priorities with privacy conscious judgment and respectful care.

- Managed phone, desk, and documentation priorities through structured task lists and time blocks.

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Patient Services Specialist, Oncology Clinic at Blue Heron Hematology Associates (2.3 Years)
- Front Office Coordinator, Multispecialty Practice at Suncrest Multispecialty Clinic (1.3 Years)
- Patient Services Representative, Ambulatory Practice at Lakeside Family Health (1.2 Years)

- Communicated with patients across varied backgrounds using clear language and **active listening**.
- Handled frustrated patient interactions with respectful feedback and appropriate administrative follow through.
- Reviewed routine materials for clarity, correcting wording and formatting before release.
- Built daily proficiency in Word, Excel, PowerPoint, and Outlook through clinic administration.
- Supported experienced coordinators with coverage needs and progressively owned front office assignments.

PROJECTS

Multi Site Front Office Coverage Initiative 📅 2025

Helped coordinate consistent clerical coverage across changing clinic layouts, staffing needs, patient volume, and time sensitive administrative priorities.

Patient Communication Editing Workflow 📅 2024

Improved review of patient materials and internal notices through organized drafting, proofreading, formatting checks, and clear distribution practices.

LEADERSHIP & AWARDS

- Recognized by clinic leadership for dependable cross coverage during high volume oncology service days.
- Selected by colleagues as a trusted resource for sensitive patient communication and administrative follow up.
- Supported smoother multi site operations through flexible coverage, accurate records, and calm service under pressure.

EDUCATION

High School Diploma

Leesburg High School 🎓 GPA: 4.0 📅 2021 📍 Leesburg, FL

Coursework: English composition, business communication, computer applications, health education

CERTIFICATIONS

- Microsoft Office Specialist: Associate, Microsoft 365 Apps 📅 2023
- HIPAA Privacy and Security Training 📅 2024

TECHNICAL SKILLS

- **Microsoft Word:** Document editing, correspondence, proofreading
- **Microsoft Excel:** Administrative logs, trackers, follow up
- **Microsoft PowerPoint:** Clinic presentations, operational summaries, materials
- **Microsoft Outlook:** Email communication, notices, scheduling support
- **Front Office Operations:** Reception, clerical coverage, patient arrivals
- **Patient Communication:** Active listening, diplomacy, sensitive conversations
- **Administrative Records:** Documentation, confidentiality, information handling
- **Workflow Coordination:** Task lists, work queues, time blocks
- **Clinic Support:** Oncology services, multispecialty care, ambulatory care
- **Quality Service:** Conflict management, balanced feedback, service consistency

PROFESSIONAL AFFILIATIONS

- Healthcare front office professional committed to respectful patient service and dependable clinic teamwork.
- Microsoft Office user who supports clear communication, organized records, and practical administrative coordination.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST