

Quanneasha Cooks

Palm Coast, FL • 386-717-0114 • quanneashacooks@gmail.com

PROFESSIONAL SUMMARY Dynamic Patient Care Coordinator at SMA with a proven track record in customer service and patient outreach. Expert in electric health records and adapt at multitasking, ensuring seamless patient registration and care. Recognized for resolving patient issues efficiently, enhancing overall satisfaction in a fast-paced healthcare environment.

Experience

APRIL 2023 – PRESENT

Patient Care Coordinator | SMA Healthcare | Daytona Beach, FL

Provided exceptional customer service to patients, families, and healthcare providers by promptly responding to inquiries, addressing complaints and resolving issues. Used computer and job-related software to compile and record medical charts and reports. Utilized electronic health records system for accurate data entry of patient information such as demographics, insurance coverage, and physician orders.

JULY 2021 – APRIL 2023

Pharmacy Technician | Walgreens | Palm Coast

Provided excellent customer service to patients, physicians, nurses and other healthcare professionals in a professional manner. Input patient and prescription information to produce product labels and assist in prescription filling process. Managed the daily operations of the pharmacy including receiving orders from wholesalers, stocking shelves and preparing medication for delivery or pickup.

Skills

Multitasking • Customer Service • Team Player • Excellent time management skills • Patient Registration • Patient Care • organizational Skills

Education

MARCH 2019

Associate of Applied Science Medical Administrative Assistant | Ultimate Medical Academy | Clearwater, FL

4.0 GPA • Member of the university's Honor Society