

William Kim

Administrative Professional

Providence · RI · US

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Summary

Detail-oriented administrative professional with 11 years of customer-focused experience across retail, hospitality, and health-service environments. Proven ability to manage high-volume front-desk operations, schedule appointments, handle confidential information, and provide courteous support to diverse patient populations. Quick learner with solid computer proficiency (Microsoft Office, POS, basic EHR portals) and strong organizational skills. Seeking to leverage transferable abilities as a Medical Administrative Assistant in a retinal-clinic setting.

Experience

Dental & Oral Health Center

Administrative Assistant | 01 Jun 2022 – Present

Serve as primary front■desk contact for a busy multi■specialty dental practice (≈ 120 appointments/week).

- Schedule new patient appointments and follow■ups using the office's EHR system; maintain accurate provider calendars and reduce scheduling conflicts by 15 % within the first six months.
- Process patient check■ins/outs, verify insurance eligibility, and collect copayments; average daily cash handling of \$1,200 with zero discrepancies.
- Manage incoming calls, email inquiries, and faxed lab results; triage requests to appropriate clinicians, achieving a 98 % first■call resolution rate.
- Assist with inventory management of dental supplies, placing monthly orders and performing quarterly audits, cutting waste by 8 %.

Riverview Veterinary Clinic

Front Desk Associate | 01 Jan 2020 – 01 May 2022

Handled client scheduling for veterinary appointments, surgeries, and follow■up visits using a proprietary clinic management platform.

- Processed payments, maintained patient (animal) records, and ensured compliance with privacy standards.
- Coordinated with external labs for test results, relaying information to veterinarians and owners; reduced turnaround time for lab reports by 12 %.
- Provided exceptional customer service; recognized with "Employee of the Month" twice for consistent patient satisfaction scores above 4.8/5.

BrightMart Retail

Customer Service Representative | 01 Jul 2015 – 01 Dec 2019

Managed POS transactions, processed returns, and handled cash reconciliation for a high■traffic department store (average \$5,000 daily sales).

- Trained in basic pharmacy■counter operations (over■the■counter medication sales, patient counseling under pharmacist supervision) but did not perform dispensing duties.
- Implemented a streamlined checkout process that reduced average wait time by 20 seconds per customer.

Sunrise Grocery

Retail Sales Associate | 01 May 2012 – 01 Jun 2015

Provided front■line service, operated cash registers, and assisted with inventory stocking.

- Developed strong interpersonal skills dealing with a diverse clientele, consistently achieving sales targets.

Education & Training

Associate of Arts, Business Administration

Community College of Rhode Island

– 01 May 2012

High School Diploma

John F. Kennedy High School

– 01 Jun 2008

Skills

Core Skills

Languages

English | – Present

Native speaker

Korean | – Present

Conversational

Certifications

Medical Administrative Assistant Certificate (in progress) | 2026-06-01

Rhode Island Community College

Medical Administrative Assistant Certificate (in progress) – Rhode Island Community College, expected completion June 2026

CPR & First Aid (Basic Life Support) | 2025-08-01

CPR & First Aid (Basic Life Support) – pending (scheduled for August 2025)

Office Administration Certificate | – Present

Relocated with family; completed a short course in Office Administration (Certificate of Completion, 120 hours).

Awards

Appointment Efficiency Boost | – Present

Appointment Efficiency Boost – At the Dental & Oral Health Center, redesigned the appointment booking workflow, cutting double booking errors by 15 % and improving provider punctuality.

Cash Handling Accuracy | – Present

Cash Handling Accuracy – Maintained a flawless cash reconciliation record for 30 + consecutive months, with zero audit findings.

Customer Satisfaction | – Present

Customer Satisfaction – Earned “Employee of the Month” twice at Riverview Veterinary Clinic for achieving a 4.8/5 average patient feedback rating.

Inventory Waste Reduction | – Present

Inventory Waste Reduction – Implemented a weekly inventory checklist that decreased expired product waste by 8 % at the dental practice.

Interests

Interests | – Present

- Community health education
- Photography
- Hiking
- Korean cuisine cooking

References

References available upon request.