

NR
CURRICULUM
VITAE

NIKITA ROESTORFF

ID: 9802020094082

Age: 24

Marital status: Single

Transport : Yes

**Fluent in Afrikaans and
English**



ADDRESS

551 5TH Street
Florida Glen
Roodepoort 45
Karmel complex 1709



PHONE

065 807 8516



EMAIL

roestorffn@gmail.com

EXPERIENCE

April 2015– May 2016

ADMINISTRATOR

- FRESH EARTH FOOD STORE, JOHANNESBURG
- Filing and binding of documents.
- Taking orders from customers telephonic and via email.
- Trusted to analyze and interpret data, and handled all shipments, deliveries and material orders.
- Remained flexible, adaptable and punctual.

March 2018– October 2019

CONSULTANT

- UNITRANS MOTORS, JOHANNESBURG
- Maintained call center database by collecting and recording information.
- Identifying customer's needs, clarify information, research every issue and providing solutions.
- Provided customers with top of the line service by working on an "on call" basis for emergencies and repairs.
- Continually worked to enhance call center's reputation by providing quality and timely service.

November 2019– Present

RECEPTIONIST

- NETCARE OLIVEDALE HOSPITAL, JOHANNESBURG
- Brought forth a positive attitude and unwavering work ethic.
- Followed directions from higher-ups and maintained an organized schedule.
- Brought forth excellent troubleshooting and problem solving skills.
- Remained punctual, flexible and adaptive
- Acted as a strong and influential team member.
- handled any customer problems with grace and compassion
- Handled office orders, mail and some accounting responsibilities.
- Communicating with different medical aids, obtaining authorization, providing icd 10 codes, procedure codes and medical reports.
- Knowledge on WCA claims.

January 2018 – November 2019

Cashier/ Sales

HIGHWAY MEAT MARKET, JOHANNESBURG (Second part time job)

- Handling promotions
- Cashier
- Ordering Stock and cash handling

QUALITY

Accountable
Ethical and loyal
Flexible
Honest
Technological competent
Punctual
Team player

HOBBIES

Gym
Mountain biking
Hiking
Reading
Music
Socializing
Arts and Crafts

EDUCATION

KOSTER HIGH SCHOOL, NORTH- WEST

Subjects Passed: English (2nd)
Afrikaans (1ST)
Mathematics
Hospitality
Business Studies
Geography
Life Orientation

Highest Education: **Grade 12 (2016)**

SPORTS

Hockey -2013 H/S Florida
Netball – 2014 & 2015 H/S Koster
*Promoting Teamwork.
*Improved flexibility.
*Enhances problem solving and
decision making skills.

SKILLS

- *General Management
- *Customer Service
- *Problem Solving
- *Trouble shooting
- *knowledge of Office Technology
- *Multitasking
- *Ability to Learn Quickly
- *Interpersonal skills

PROFILE

Experienced medical receptionist adept in providing excellent administrative and clerical support in high volume medical offices. Skilled in maintaining schedules, appointments, taking messages and treating patients with care and respect. Bringing forth the ability to manage front desk settings with organization and a sense of calm.

Have experience in sales through engagement of customers, suggestive selling and sharing product knowledge.

I am a self-motivated individual and always willing to learn. I have a positive outlook on life, with an ambitious attitude and I am driven by my goals. I wish to perform at my peak and transform myself to reach my highest potential. I am hardworking and believe I will be an asset to any business if given the chance.

REFERENCE

Fresh Earth Food store

Renchi Van Zyl

078 846 1266

Unitrans Motors

Lynette Niemand

078 722 4595

HIGHWAY MEAT MARKET

Basil Dos Santos

082 675 7732

Netcare Olivedale Hospital

Lizette Marx

078 273 9294

Documents (Reference- letters, Certificates) Available per request.

01.10.2022 JOHANNESBURG



Nikita Roestorff

551 5th Street Florida Glen Roodepoort 45 Karmel Complex. 1709, Johannesburg , South Africa

0658075816

Roestorffn@gmail.com

Sep 22, 2022

To whom it may concern

Dear Mr/Mrs

I'm excited to be applying for the Medical Receptionist position at your company . As a highly detailed and quality-driven administrative professional with more than 3 years of medical front office experience, I thrive on delivering remarkable patient care in a fast-paced clinical setting. I'm eager for the opportunity to bring my relationship-focused approach to the medical community

During my role at Netcare Olivedale Hospital , I am responsible for a wide variety of tasks including answering phones, managing patient scheduling, greeting patients, verifying patient forms, and handling electronic medical records in full compliance with HIPAA guidelines. With my extensive experience in handling insurance claims, I am well-versed in the verification process and am deeply familiar with ICD 10, CPT, and HCPC codes. I was also responsible for managing accounts receivable records and collecting payments,

It's clear that you're looking for someone who thrives in a fast-paced clinical environment, and is capable of anticipating needs and exceeding expectations of both physicians and patients. I am adept at balancing multiple tasks while demonstrating top-level organization, problem solving, and communication skills. I was praised by my manager for my ability to consistently provide outstanding patient service, and consistently received five-star ratings and positive feedback on patient satisfaction surveys.

Thank you for your time and consideration. I'm looking forward to learning more details about the Medical Receptionist position and about your company. I believe my extensive technical skills and commitment to fostering patient relationships will allow me to provide exceptional service to your company's staff and patients and support the practice's continued success.

Sincerely,

Nikita Roestorff

