



# Madison Flatman

Patient Scheduling Specialist

## CONTACT

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## EDUCATION

### Sunshine Homeschool Academy

2012-2016

High School Diploma

3.67 GPA. Active in Community  
Theatre & Show Choir

## SKILLS

- Creative thinking
- Multi-tasking
- Time-Management
- Adaptable
- Upselling
- Customer Service
- Problem Solving
- Dependable
- Efficient and Detail-Oriented
- Multitasking and Prioritization

## PROFILE

Goal-driven & upbeat scheduling specialist bringing 7 years' experience in patient & customer care.

Successful at working under tight deadlines and demanding objectives. Enthusiastic about making a positive impact using strong communication and organizational abilities.

## RECENT WORK EXPERIENCE

### PATIENT SCHEDULING SPECIALIST

#### UW Health Infectious Disease/Immunology

*June 2022 - Present*

- Coordinates patient schedules, provider availability and maximum load levels while scheduling appointments.
- Answers 20-40 telephone calls a day.
- Creates and maintains accurate & complete records of all patient interactions through Epic Systems
- Maintains and organizes dozens of doctors calendar to assure each doctor has a proper schedule.

### CUSTOMER SERVICE REPRESENTATIVE

#### US Cellular

*July 2020- June 2022*

- Documented conversations with customers to track requests, problems and solutions.
- Cross-trained in financial services, telesales and technical support
- Participated in Marketing Feedback Loop where I provided input on US Cellular's marketing tactics
- Selected to be apart of an outbound calling program to target potential customers into opening an account.