

Irina Mkrtichian

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PROFILE

- Medical receptionist, pharmacy technician and Optometric technician who can provide the best service in a retail, hospital or office setting by building a relationship with the patients and physicians. Reliable and organized, outstanding knowledge and communication skills to help and teach patients about their medication regimen, healthy lifestyles, supplement recommendations, skin care recommendations and any other information patients may need. Great at sales.

EXPERIENCE

Medical receptionist, Studio city dermatology and laser center; The office of Dr.Rubinstein, Studio City, CA – January 2024 - September 2024

- Completed the daily duties of Medical receptionist; Opened the office, greeted patients, confirmed appointments as well as sent reminder texts for appointments, collected copays for medical related visits as well as payments for aesthetic treatments, such as fillers, neurotoxins, and laser skin resurfacing procedures. Let patients know if they had any rewards on Alle or Aspire as well as the office rewards system. Answered phone calls, scheduled appointments. Discussed with patients the pricing of their treatments and answered any questions they might have. Made suggestions and sales for skincare products we carried, checked inventory and restocked our product shelves. Made sure all patients were happy and satisfied during their visit. Prepared the office for the next day and made sure all the payments that were collected were accounted for.
- Communicated with the Dr and PA's in regards to their schedules and coordinated and made changes if needed due to their requests.
- Remained highly professional, actively upheld HIPAA regulations.
- Worked with high profile and celebrity clients.

Medical receptionist, 818.dentist; The office of Yeghishe Mirzoyan, Van Nuys, CA – May 2023-

December 2023

- Completed daily duties of Medical Receptionist; Opened the office, greeted the patients, verified insurance eligibility and authorizations, collected payments, such as copays or payments for full treatments, such as implants. Answered phone calls with 4 different phone lines, scheduled appointments, confirmed appointments and did treatment planning, made sure all consents were signed and understood by the patient before the procedure, made sure all patients were happy and satisfied before leaving the office. Prepped the office for the following day.
- Communicated with all the Dentists in office in regards to their schedule to make sure the flow of the floor was fast paced and calm.

Medical receptionist, Dr.Armen Kassabian; Burbank, CA — August 2022 to May 2023

- Completed daily duties of a Medical Receptionist; Opened up the office, gathered all the charts for the day, prepared the paperwork for the day, greeted patients, checked insurances and did authorizations for the visit if needed, prepared the chart for the Nurse, and the Doctor. Answered phone calls, scheduled appointments, communicated with patients about any need or question that they have, called in prescriptions, prepared orders for the patients. Filled paperwork as well as charts, completed all the paperwork needed for the day and prepped for the following day and closed the office.
- Communicated with other Doctors offices for needed paperworks as well as hospitals and radiology centers. Communicated and completed Prior Authorizations for Medications with the pharmacies, worked on refill requests to ensure patients are getting the medication that they need.
- Scheduled patients for surgeries such as TURBT, TURP, ESWL and etc explained the surgery to the patients as well as the preparation before and treatment after surgery, called and scheduled surgeries at the hospital, called for prior authorizations, called and received H&P forms from Doctors offices for surgeries, provided all documentation needed for surgery to the hospital maintained an organized and well timed surgery schedule for the Doctor.

Optometric tech/receptionist, SoCal Vision Center; Glendale, CA — December 2021 to August 2022

- Completed daily duties of a optometric tech; Opened up the office, set up all the machines for the day, preformed eye exams and different tests before the patients saw the doctor, Prepared instruments and injections for intraocular injections, Prepared instruments for minor in office ocular surgeries, cleaned and sterilized the instruments, helped explain eye drops for patients who have had cataract

surgery and Glaucoma.

- Completed daily duties of a receptionist; Answered phone calls, scheduled appointments using AdvancedMD, called and confirmed appointments, checked in patients as well as checked them out, prepared their charts, checked eligibility and found out their copay, took payments from patients, recorded every payment in Availity.
- Part time surgery coordinator; scheduled patients for Glaucoma and Cataract surgery as well as Blepharoplasties, explained the surgery to the patients as well as the preparation before and treatment after surgery, made sure to sign the consent forms, sent medication to the pharmacies and explained how to use the eyedrops before and after surgery, called and scheduled surgeries at the surgery center, called for prior authorizations, took payments for the surgeries, called and received H&P forms from Doctors offices for surgeries, provided all documentation needed for surgery to surgery center, maintained an organized and well timed surgery schedule for the Doctor.

Pharmacy tech, Neighborhood Rx Pharmacy; Forest Hills, NY — July 2016 - June 2021

- Completed daily duties of a pharmacy tech: typed, filled, and compounded medication, counseled patients, consulted physicians about medication regimen and drug interactions, opened and closed the pharmacy, reviewed medication regimens for drug interactions, ordered and stocked medication to avoid backorders
- Improve medication adherence by counseling patients and syncing their medication regimen
- Worked with the manager to help increase sales

Pharmacy tech, Family Health Center of Harlem; Bronx, NY — October 2015-November 2015

- Conducted SOAP notes on warfarin patients daily before counseling them during their appointment
- Through patient counseling, ensured that patients on anticoagulation did not have any drug interactions, no falls or bleeding, no alcohol or smoking, ate consistent amounts of vegetables daily, and more.
- Calculated the correct dosage of Warfarin for the week based on INR and scheduled them for appointments weekly until INR is controlled.

EDUCATION

- Bachelors in Biology - Adelphi University; Garden City, NY 2018-2022

SKILLS

- Micro merchants PrimeRx and Prime POS, CPR/BLS.
- AdvancedMD, Mod Med, EMR systems, Practice Web.
- Knowledge of Microsoft office programs.
- Use of drug information resources.
- Quadrilingual and fluent in English, Armenian, Russian and Georgian.
- Fast typer.
- Ability to multitask and remain organized.
- Work in a fast paced environment
- Adapt and work well with a team environment.
- Excellent communication skills.

References:

Michael Lewis Manager - Socal Vision center

(562) 233 - 5359

Diana Rafailova Manager - Neighborhood Rx Pharmacy

(347) 741 - 4550

Margarita Mamyan Manager - 818.Dentist

(818) 651 - 6777