

# RACHEL IZRAILOVA

## CONTACT

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## PROFILE SUMMARY

Detail-oriented and highly organized administrative assistant with over 12 years of experience supporting executives, teams, and operations in dynamic office environments. Proficient in Microsoft Office Suite, data management, and customer service, with a proven ability to manage multiple priorities and meet tight deadlines. Excellent communicator with strong problem-solving skills and a dedication to ensuring smooth office operations and fostering positive working relationships. A proactive team player with a focus on maintaining confidentiality and enhancing productivity.

## EDUCATION

**2023-2024**  
**AESTHETICS NORTHWEST INSTITUTE**

- Licenced Master Aesthetician

**2014-2015**  
**GENE JUAREZ ACADEMY**

- Licenced Cosmetologist

## SKILLS

- Sense of Urgency
- Excellent Customer Service
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Office Operations
- Health and Safety
- HIPAA Certified
- Attention to Detail
- Patient Care and Customer Relations
- Retail Sales
- Highly Organized

## WORK EXPERIENCE

**Newvue Medical**  
**Front Office Coordinator**

MAR 2021 - PRESENT

- Coordinated appointments for clients, meetings and trainings for staff
- Created a check in/out process for patients
- Specialized in product knowledge, inventory, promotions, and product education
- Worked with an internal system to register patients and organize files in EMR
- Consulted with patients to assess goals and guide them in the correct direction for treatment
- Handled phone calls and email correspondence, ensuring that the patients were getting the best care
- Delivered office needs such as scanning documents, copying medical records, managing referrals, and training

**Strother Dermatology**  
**Aesthetics & Dermatology Patient Services**

DEC 2018 - MAR 2021

- Coordinated onsite visits for patients, handled the scheduling, check in, and out in a high volume setting
- Confirmed details for each client, such as appointment, availability, and verification of insurance
- Concierge for aesthetic visits, made sure patients had a wonderful experience
- Boosted product sales, in charge of product of the week, stocking inventory, and training the team

**Medical Spa at Pro Sports Club**  
**Patient Care Coordinator**

NOV 2015 - DEC 2018

- Welcomed and registered patients, organized patient files, collected payments, scheduled appointments
- Followed up phone calls with patients, handled emails/ correspondence, and patient care
- Ordered products, inventory, and lead the product sales in the front office
- Completed and managed reports for patient coupons and promotions by

**Freelance at Mosaic Salon**  
**Hair and Makeup Artist**

NOV 2015 - SEPT 2019

- Rented studio space - managed all aspects of the business - scheduled clients, confirmed availability
- Followed up documentation, handled payments and ordered all product and supplies
- Provided exceptional services in hair color, men's and women's haircuts, balayage, and foils
- Tailored wedding hair and makeup
- Hair and makeup design for local fashion shows and photoshoots with models and stylists

**Eastside Dermatology**  
**Front Office Assistant; Medical Assistant**

SEPT 2012 - NOV 2015

- Filed and organized medical records
- Receptionist duties - scheduled appointments, checked patients in and out of clinic
- Doctor's assistant duties - roomed patients, called prescriptions, overturned patient rooms
- Maintained cleanliness of rooms after appointments
- Autoclaved tools and medical supplies needed for procedures
- Assisted with medical billing, faxed records, collected payments