

TIFFANY DAVIDSON

SUMMARY

Personable and dedicated Invasive and Minimally-Invasive Cosmetic Surgery Consultant & Office Assistant Manager with extensive experience in cosmetic surgery industry.

Solid, professional team player with upbeat, positive attitude and proven skill-set in establishing rapport with patients. Motivated to maintain patient satisfaction to obtain excellent online reviews, strong referral-base and contribute to company success.

Articulate, attractive, well-groomed, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses. Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills.

Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

EXPERIENCE

Cosmetic Procedure Consultant, Assistant Manager, 05/2021 -

Current

Dr. M. Zandi - Los Angeles, CA

- Greeted customers to determine wants or needs.
- Provided information to patients on their desired surgical and nonsurgical procedures and/or those recommended by the physicians/providers.
- Determined cosmetic needs based on customer's personal features and preferences.



CONTACT

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SKILLS

- Strong Communication and Interpersonal Skills
- Adaptable and Flexible
- Customer Service
- Exceeding Customer Expectations
- Positive Customer Engagement
- Friendly and Helpful
- Relationship Building
- Speech Clarity
- Guest Services
- Verbal and Written Communication
- Inquiry Response
- Creative Thinking

- Completed sales transactions, completing the documentations and processed the proper EMR entries.
- Described various cosmetic products and explained methods of use, and care.
- Supervised internal and external communications by answering queries and complaints.
- Tracked, organized and counted clinic stock and supplies.
- Developed relationships with healthcare providers and other referral sources to sustain strong referral pipeline for cosmetic procedures.
- Oversaw ordering, purchasing and maintenance of clinical supplies and equipment.
- Strengthened and aligned daily operations with patient needs based on collected feedback and continuous improvement plans.
- Implemented policy changes and communicated information and procedures through organizational staff meetings.
- Completed detailed and efficient assessments of each patient to support development of multidisciplinary treatment plans.
- Managed recruitment, hiring and training of staff on areas such as regulatory requirements and diagnostic guidelines for disorders.
- Communicated with patients with compassion while keeping medical information private.
- Explained policies, procedures and services to patients.
- Collaborated with multi-disciplinary staff to improve overall patient care and response times.
- Built work schedules and staff assignments, taking workload, space and equipment availability into consideration.
- Maintained records management system to process personnel information and produce reports.
- Technologically Savvy
- Executive Presentation Development
- PC Proficient
- Employee Supervision
- Appointment Coordination
- Professional and Courteous
- Computers and Technology
- Ease with Computers and Technology
- Microsoft Office Suite
- Judgment and Decision Making
- Task Prioritization
- Strong Organizational Skills
- Employee Recruitment and Hiring
- Critical Thinking
- Microsoft Office
- Confidentiality and Data Protection

Assistant Office Manager, 07/2019 - 05/2021

MedWell Medical - Long Beach, CA

- Offered patients extra support with examination preparation, biological specimens and general movement between areas.
- Handled checking in and checking out patients, pulling medical records and updating system details.
- Assisted office manager with maintaining adequate administrative and medical supplies.
- Compiled data and completed reports covering information such as patient information and insurance data.
- Oversaw digital patient charting, data entry and administrative duties regarding insurance, billing and accounts receivable.
- Supervised cleaning staff and coordinated equipment maintenance activities.
- Ordered and maintained supply inventory for medical office.
- Routed laboratory or diagnostic results to appropriate staff.
- Answered telephones and directed calls to appropriate medical or administrative staff.
- Greeted patients, determined purpose of visit and directed to appropriate staff.
- Managed front office customer service, appointment management, billing and administration tasks to streamline workflow.
- Communicated with patients with compassion while keeping medical information private.
- Scheduled and confirmed patient appointments and consultations.
- Adhered to HIPAA requirements to safeguard patient confidentiality.
- Interviewed patients to complete case histories and intake forms.

Front Office Reception & Assistant to Manager, 06/2017 - 05/2019

Payam Tehrani, MD - Los Angeles, CA

- Set up appointments for physician visits and procedures using calendar software.
- Entered insurance, demographics and health history into patient database.
- Photocopied insurance cards, documented details and verified patient coverage for upcoming procedures or appointments.

- Retrieved faxes and uploaded documents to patient charts to assist clinical staff.
 - Protected patients by observing strict HIPAA guidelines.
 - Informed patients of financial responsibilities prior to rendering services.
 - Answered multi-line phone system and directed callers to requested personnel and departments.
 - Managed office phone lines by checking voicemail, returning calls and directing messages to team members.
 - Processed patient payments and scanned identification and insurance cards.
 - Checked patients in and out for appointments and collected co-payments.
 - Scheduled and followed up on patient appointments, collected and processed patient payments and maintained patient files.
 - Scheduled appointments, optimizing patient satisfaction, provider time and treatment room utilization.
 - Took messages from patients and promptly relayed to appropriate staff.
 - Straightened up waiting room to maintain neat and organized space.
 - Called patients to confirm scheduled appointments and obtain additional details.
 - Greeted each patient pleasantly and offered desk sheet for easy sign-in.
 - Greeted patients and visitors to answer questions or refer inquiries to appropriate personnel.
 - Trained new staff on office procedures.
 - Carried out daily tasks by professionally communicating with physicians, nursing staff, technicians and medical assistants.
 - Conducted patient intake interviews to collect medical information and insurance details.
 - Maintained patient accounts by obtaining, recording and updating personal and financial information.
 - Gathered, transcribed and typed medical information into charts.
 - Assisted clinic manager and physician with any clinic tasks required.
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EDUCATION AND TRAINING

Bachelor of Arts, PSYCHOLOGY, Honoree of Phi Theta Kappa Society,
06/2022

Loyola Marymount University - Los Angeles, CA