Danielle Ortiz

Front Desk Coordinator

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Profile

Front desk coordinator with eight years in outpatient clinics, hotels and professional offices. I run patient check-in for a twelve-provider practice, verify insurance before visits, train new front desk staff and keep the waiting room calm on the busiest days. Fluent in English and Spanish.

EXPERIENCE

September 2021 - Present

Front Desk Coordinator at Oak Park Family Medicine, Raleigh, NC

Outpatient practice with twelve providers, about 180 patient visits and 300 calls a day.

- Lead a front desk team of four: build the weekly schedule, cover peak hours and handle escalated patient concerns
- Call every new patient two days before the first visit to verify insurance, which cut same-day coverage problems at check-in
- Schedule visits, recalls and referrals for twelve providers in Epic and keep the same-day sick slots filled
- Wrote the front desk training guide now used for every new hire, covering check-in, copays and phone etiquette

May 2018 - August 2021

Guest Services Agent at The Magnolia Hotel Raleigh, Raleigh, NC

- Checked in and out up to 150 guests a shift at a 180-room hotel using Opera PMS
- Handled room changes, billing questions and complaints at the desk and on the phone
- Balanced the shift cash drawer and processed deposits with no unresolved discrepancies

August 2016 - April 2018

Receptionist (part-time) at Barrett & Lowe Attorneys, Durham, NC

- Greeted clients and routed calls for eight attorneys, taking accurate messages during court days
- Logged incoming mail and courier deliveries and tracked documents waiting for signatures

SKILLS

Front desk: Patient and guest check-in, multi-line phones, de-escalation, cash handling

Scheduling and records: Appointment scheduling, insurance verification, referrals, HIPAA privacy

Software: Epic, Opera PMS, Microsoft 365, RingCentral, typing 65 wpm

LANGUAGES

English - Native

Spanish - Fluent

EDUCATION

August 2014 - May 2016

A.A.S. in Office Administration at Wake Valley Community College, Raleigh, NC

CERTIFICATES

March 2022

Certified Medical Administrative Assistant (CMAA) from National Healthcareer Association

February 2025

CPR and First Aid from American Red Cross