JULIAN MERCER

FRONT DESK RECEPTIONIST

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PROFESSIONAL SUMMARY

Front Desk Receptionist with 5+ years in healthcare, hospitality, and fitness front offices. Greets 150+ visitors a day, manages multi-line phones, check-in, and visitor access with a calm, friendly manner. Strong with scheduling software and quick to defuse tense situations at the desk.

PROFESSIONAL EXPERIENCE

Front Desk Receptionist Feb 2024 - Present
Orlando Health, Orlando, FL

- Greet and check in about 150 patients and visitors a day at a busy outpatient entrance, directing each to the correct department.
- Answer a six-line phone system and resolve most calls on first contact, transferring clinical questions to nurses with the caller's details.
- Cut average wait at check-in from eight minutes to five by pre-staging forms and verifying insurance cards before patients reach the window.
- Collect copays and post them to accounts, with daily cash reconciliations matched to the cent for 12 straight months.
- Issue visitor badges and maintain the visitor log in line with the hospital's security procedures.
- Verify patient demographics and insurance in the registration system, which reduced claim denials tied to front-end errors on the unit.
- Support patients with limited English or mobility by arranging interpreters and wheelchairs and escorting them to their appointments.

Front Desk Agent Jan 2022 - Jan 2024
Hilton Orlando Bonnet Creek, Orlando, FL

- Checked in an average of 90 guests a shift in a 1,000-room resort, resolving room and billing issues at the desk.
- Earned guest compliments by name in post-stay surveys, and resolved complaints before checkout in most cases.
- Handled early check-ins and late arrivals using the property management system, balancing room inventory with housekeeping.
- Trained three new agents on property management system procedures and cash handling.
- Posted room charges, handled deposits, and balanced a cash drawer of about $1,500 per shift with no unresolved discrepancies.
- Coordinated with housekeeping and engineering on maintenance requests and followed up until each guest issue was fixed.

Guest Services Representative Aug 2021 - Dec 2021
Planet Fitness, Kissimmee, FL

- Welcomed members and processed check-ins, membership questions, and freeze requests at a club of 4,000 members.
- Booked tours and signed up 15 new members a month by following up with guests the same day.
- Kept the front area clean and stocked, and logged equipment issues for the manager each shift.
- Handled membership payment questions and escalated billing disputes to the manager with notes, which shortened resolution times.

CORE SKILLS

Visitor check-in | Multi-line phones | Patient registration | Insurance card verification | Cash handling | Scheduling software | Property management systems | Epic registration | Badge issuance | De-escalation | Bilingual Spanish | Microsoft Outlook | Guest service

EDUCATION

Associate of Arts, Valencia College, Orlando, FL

CERTIFICATIONS

CPR and First Aid, American Red Cross | Microsoft Office Specialist: Outlook Associate