

Chloe Harrington

Administrative Support & Scheduling Specialist

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Organized and detail-oriented medical and administrative professional with experience in patient coordination, scheduling, and office operations. Skilled in EMR management, appointment scheduling, insurance processing, and client communication. Known for strong time management, multitasking, and adaptability in fast-paced environments. Seeking an Administrative Assistant role to support efficient office operations and enhance client service.

Key Competencies

- Calendar & Schedule Management (Multi-Provider & Surgical)
- Administrative Operations & Workflow Coordination
- Data Entry & Records Management (EMR / CRM Systems)
- Insurance Verification & Authorization Processing
- Inbox & Communication Management (Phone, Email, Messaging Systems)
- Reporting, Documentation & Compliance Support
- Customer Service & Client Relationship Support
- Financial Tracking & Reconciliation Support
- Microsoft Office (Excel, Word, PowerPoint) | Google Workspace (Docs, Sheets, Calendar) | Scheduling Platforms | POS Systems | EMR Systems | Data Entry Systems
- Excel College Coursework

Professional Experience

Scheduling Specialist – Ensemble Health Partners | 2023–Present

- Manage high-volume calendar management and appointment scheduling across multiple providers, ensuring scheduling accuracy and optimized workflow operations.
- Handle inbound and outbound communications, providing administrative and customer support via phone, email, and messaging systems.
- Perform insurance verification, prior authorization coordination, and documentation processing supporting operational continuity.
- Maintain data entry accuracy and electronic records management, ensuring timely updates to patient and scheduling information systems.
- Coordinate cross-department scheduling needs while supporting workflow organization, reporting, and administrative tracking tasks.

Medical Assistant – Orthopedic / Sports Medicine – Memorial Healthcare | 2018–2023

- Coordinated multi-provider schedules including clinic visits, referrals, follow-up appointments, and treatment coordination.
- Scheduled surgical procedures, pre-operative and post-operative appointments, and ensured completion of required documentation and authorizations.
- Performed EMR documentation, intake processing, records management, and administrative data entry ensuring compliance and accuracy.
- Supported insurance claims processing, billing documentation, and authorization workflow coordination.
- Facilitated provider, surgical team, and patient communication regarding scheduling updates and treatment coordination.

Direct Patient Care Coordinator – Oliver Woods Assisted Living | 2016–2018

- Coordinated resident care schedules, appointment management, and daily service planning to support operational workflow efficiency.
- Maintained detailed electronic and written records including care logs, medical history documentation, medication tracking, and status updates ensuring records management accuracy.
- Facilitated communication between residents, families, medical providers, and staff to support care coordination and administrative continuity.
- Conducted routine care assessments, tracked service needs, and supported process improvements to enhance operational organization and resident satisfaction.
- Ensured documentation compliance, confidentiality standards, and HIPAA-aligned records handling.

Lead Server / Bartender – Pickle Barrel Catering & Pub | 2011–2016

- Managed daily cash reconciliation, POS reporting, and financial record tracking supporting accurate revenue documentation.
- Assisted with event scheduling coordination, reservations management, and team shift scheduling.
- Maintained inventory tracking, supply documentation, and ordering coordination supporting operational efficiency.
- Increased sales revenue by approximately \$1,500 through development and promotion of specialty beverage offerings.
- Delivered high-level customer service while supporting administrative and operational tasks in fast-paced environments.

EDUCATION Baker College – Owosso, MI
Associate of Applied Science
September 2015 – June 2017

CERTIFICATIONS

- Certified Medical Assistant (CMA) – AAMA
- Certified Revenue Cycle Representative (CRCR) – Ensemble Health Partners