

# **Chloe Harrington**

Owosso, MI

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## **PROFESSIONAL SUMMARY**

Energetic and service-driven professional with 6+ years of customer service experience and 5+ years in healthcare. Passionate about health, fitness, and creating welcoming environments that support member success. CPR/AED certified and currently obtaining NASM Certified Personal Trainer (CPT). Seeking a front desk or member services role with opportunities to grow into fitness training and coaching.

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## **KEY SKILLS**

- Member & Client Engagement
- Front Desk Operations & Scheduling
- Health & Wellness Knowledge
- Sports Medicine & Injury Awareness
- Relationship Building & Retention
- Multitasking in Fast-Paced Environments
- Professional Communication
- HIPAA & Confidentiality Standards
- Team Collaboration

## **PROFESSIONAL EXPERIENCE**

Remote Patient Scheduler

Ensemble Health Partners | 2022–Present

- Managed high-volume scheduling while delivering professional, friendly customer service.
- Reduced no-shows through proactive reminders and follow-ups.
- Verified insurance and handled confidential information with accuracy.
- Provided clear communication between clients and providers to ensure smooth service experiences.

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Medical Assistant II / Medical Scribe (Orthopedics & Sports Medicine)

Memorial Healthcare | 2018–2022

- Supported providers treating sports injuries and musculoskeletal conditions.

- Educated patients on recovery, mobility, and safe movement practices.
- Coordinated scheduling, insurance processing, and patient communication.
- Developed strong knowledge of injury prevention and rehabilitation principles.

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#### Lead Bartender

##### Pickle Barrel Café | 2013–2015

- Delivered high-level customer service in a fast-paced environment.
- Built strong repeat clientele through personable and engaging service.
- Managed cash handling, inventory, and team support responsibilities.

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#### Dance Instructor

##### DancingFeats Dance Center | 2010-2013

- Led group classes focused on movement, posture, and technique.
- Promoted safe training practices and injury prevention.

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#### **CERTIFICATIONS**

- NASM Certified Personal Trainer (CPT) – *Currently Obtaining*
- CPR/AED Certified
- Associate Degree in Applied Science – Medical Assistant