

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.

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
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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