

Tichina Bryant

Conway, SC

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Professional Summary

Customer-focused healthcare and administrative professional with experience in patient support, pharmacy services, medical office operations, and customer care. Skilled in handling high-volume calls, insurance verification, medical documentation, data entry, and resolving customer concerns with professionalism and empathy. Strong background in remote healthcare support, front desk operations, and multi-tasking in fast-paced environments.

Professional Experience

PCA Patient Care Advocate (Remote)

Startek | July 2024 – Present

- Handle inbound and outbound patient calls regarding medication orders, pharmacy services, insurance updates, and account inquiries
- Assist patients with insurance verification and coordinate with internal teams to ensure accurate account information
- Escalate clinical and specialized concerns to pharmacists, clinicians, and support teams when necessary
- Maintain detailed patient records and create follow-up activities to ensure timely patient care
- Support compliance processes including REMS coordination and adverse event reporting
- Deliver compassionate, high-quality customer service in a fast-paced remote healthcare environment

Guest Receptionist

Bluegreen Vacations | Myrtle Beach, SC | June 2022 – February 2023

- Greeted guests professionally and managed front desk check-in processes
- Assisted guests with registration forms and appointment coordination

- Managed incoming calls, resolved customer concerns, and escalated issues when needed
- Maintained accurate guest information and collaborated with sales and administrative teams

Medical Screener

KEDPlasma LLC | Myrtle Beach, SC | August 2021 – March 2022

- Performed donor registration, screening, and documentation in compliance with SOPs and healthcare regulations
- Conducted finger stick and blood sample collection procedures
- Monitored donor safety and responded appropriately to adverse reactions
- Maintained accurate donor records and ensured equipment calibration and cleanliness standards

Office Clerk

Premier Home Care | Holly Hill, SC | November 2020 – August 2021

- Scheduled appointments, answered multi-line phones, and maintained patient records
- Assisted patients and visitors with inquiries while providing excellent customer service
- Performed administrative duties including filing, data entry, document preparation, and office support

PBX Operator / Night Auditor

Beach Cove Resort | North Myrtle Beach, SC | June 2020 – November 2020

- Managed hotel switchboard operations and guest communications
- Processed financial transactions, reconciliations, and nightly audit reports
- Assisted guests with check-in/check-out and resolved customer service issues

Key Holder / Sales Associate

Flamingo Joe's | Myrtle Beach, SC | March 2019 – March 2020

- Opened and closed store operations, handled cash management, and maintained store organization
- Delivered exceptional customer service and assisted customers with purchases

- Supported team operations and achieved daily sales goals
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Education

Horry-Georgetown Technical College

Conway, SC

Associate of Applied Science

Certifications

- Registered Pharmacy Technician
 - Medical Coding Certification
 - Driver's License
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Core Skills

Healthcare & Administrative

- Medical Terminology
- HIPAA Compliance
- Insurance Verification
- Medical Coding
- EMR Systems
- Patient Scheduling
- Medical Billing
- Documentation Review

Customer Service & Communication

- Customer Support
- Conflict Resolution
- Phone Etiquette

- Multi-Line Phone Systems
- Client Relations
- Data Entry

Technical Skills

- Microsoft Office Suite
- Microsoft Word
- Excel
- Outlook
- QuickBooks
- CRM Systems