

Dimple Patel  
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### SUMMARY

Highly motivated and driven General Manager successful at implementing strategic approaches to drive profitability and sales. Recognized for performance excellence in operations. Customer care. Strong ability to drive profits, control costs and achieve continuous process improvement. Adept in motivation, training and developing team members to drive profitability in highly competitive environment.

### Skills

- \*BLS Instructor
- \*CPR instructor
- \*Medical records management
- \*Medical software applications
- \*Knowledge of HIPAA regulations
- \*Knowledge of medical terminology
- \*Patient relations
- \*Understanding of medical laws
- \*Customer service
- \*Bookkeeping
- \*Patient and family focused
- \*Basic Life Support Certification
- \*Account payable
- \*Payroll

### Experience

#### **Comfort Suites of Tupelo**

**11/01/2019 to Present**

#### **General Manager, Baymont Inn and Suites Tupelo MS**

**02/27/2006 to 02/27/2019**

- \*Motivated team members to work together to achieve common performance and profitability targets.
- \*Identified sales opportunities by analyzing incident rate reports and increasing sales by 90%
- \*Directed all day to day operations to provide safe and enjoyable guest experience.
- \*Performed daily tasks pertaining to customer accounts, including purchasing sales and marketing to increase service and efficiency.

#### **Medical office Assistant, Odyssey Hospice**

**03/05/2004 to 02/15/2006**

- \*Educate patient and family about hospice care.
- \*Submitted diagnosis and procedure codes for insurance companies.
- \*Organized and manage all medical supplies to ensure office was properly stocked.
- \*Contact physician about hospice referrals.
- \*Order equipment for patient.
- \*Payroll

#### **Medical Office Assistant, The Medical Center of Memphis**

**03/01/2001 to 02/26/2004**

- \*Schedule appointments for patients via phone and in person.
- \*Educated patients about medications, procedures and physician instructions
- \*Registered patient and schedule appointments.
- \*Collected information, verified insurance and collected co-payments each day.

### EDUCATION AND TRAINING

Medical Administration, University of Memphis TN 2004

### ACTIVITIES AND HONORS

I am a current member of Junior Auxiliary of Tupelo. Love to serve kids in our community. Shockwave aquatic Center