

Taisha Firmin

Palm Bay, FL 32905 Email: taishafirmin12@gmail.com | Phone: 321-989-9134

Professional Summary

Detail-oriented and compassionate Medical Front Desk Specialist with extensive experience in chiropractic and therapeutic office settings. Skilled in patient intake, insurance verification, appointment coordination, and HIPAA-compliant documentation. Known for providing exceptional patient service, maintaining smooth office operations, and supporting clinical teams with professionalism and accuracy. Completed CCPA coursework and eligible to obtain CCPA license upon hire in a chiropractic office.

Professional Experience

Front Desk Receptionist

First Choice Therapeutic Center — Palm Bay, FL

May 2022 – February 2025

- Managed patient intake, including check-in, check-out, and treatment documentation.
- Performed insurance verification, benefit checks, and coordinated prior authorizations.
- Maintained accurate HIPAA-compliant patient records.
- Scheduled appointments, prepared charts, and supported daily clinical workflow.
- Answered multi-line phones and assisted patients with inquiries.
- Completed CCPA training; ready for licensure upon hire.

Personal Care Assistant (PCA)

Atlantic Shores Rehabilitation & Health Center — Palm Bay, FL

August 2021 – January 2022

- Assisted residents with activities of daily living, hygiene, and mobility.
- Helped maintain a clean and safe environment.
- Provided compassionate support to patients and nursing staff.

Customer Service Associate / Cashier

Publix — Palm Bay, FL

January 2018 – March 2021

- Delivered excellent customer service in a fast-paced environment.
- Operated registers, processed transactions, and assisted customers with purchases.
- Supported customers with loading groceries and resolving concerns.

Education

High School Diploma

Palm Bay Senior High School — Melbourne, FL (2020)

Skills

- Insurance Verification & Prior Authorizations
- HIPAA Compliance
- Patient Scheduling & Front Desk Operations
- Medical Terminology

- Electronic Documentation
- Microsoft Office & Computer Literacy
- Time Management & Organization
- Professional Phone Etiquette
- Typing & Data Entry
- Patient Care & Support

Certifications

- Caregiver Certification
- CPR Certification
- First Aid Certification
- CCPA Coursework Completed (License eligible upon hire)

Languages

- Bilingual