

ESTHER WAMBUI NGURE

MEDICAL RECEPTIONIST | PATIENT EXPERIENCE COORDINATOR | FRONT OFFICE ADMINISTRATOR

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Summary

Dedicated and results-driven Receptionist with over 6 years of progressive experience in front office management, patient coordination, and clinical administration within busy healthcare environments. Passionate about delivering exceptional patient service, upholding confidentiality, and supporting the smooth running of medical facilities through effective appointment scheduling, follow-ups, billing, and customer engagement. Thrives in fast-paced settings that require attention to detail, teamwork, and professionalism.

Core Competencies

- Appointment Scheduling & Follow-Ups
- Client Reception & Patient Experience Management
- Medical Billing (Insurance & Cash)
- EMR Systems & INTERSOFT Proficiency
- Front Office Cashiering & Daily Reconciliations
- Records Management
- Workflow Coordination
- Communication & Interpersonal Skills
- Conflict Resolution & Escalation Handling
- Familiarity with M-Tiba, Britam, Slade, DEFMIS, GA, AAR, Smart EDI, CIC Portals

Professional Experience

Receptionist / Front Office Cashier

Equity Afia – Kenol Branch | Jan 2025 – Present

- Received patients and visitors warmly, ensuring a professional and welcoming environment
- Scheduled and confirmed appointments, managed walk-ins, and reduced patient wait time
- Conducted follow-up calls for test results, wellness checks, and appointment reminders
- Processed patient billing (cash and insurance) using INTERSOFT SOLUTION system
- Managed records, appointment logs, and supported documentation accessibility
- Handled phone communication, directed calls, and managed provider messages
- Balanced daily cash collections and generated reconciliation reports
- Promoted confidentiality, upheld patient rights, and supported marketing campaigns

Receptionist / Clinical Coordinator

Penda Health Limited | June 2019 – Dec 2024

- Managed reception in a high-volume outpatient clinic
- Scheduled appointments, coordinated follow-ups and referrals
- Conducted patient follow-up for chronic care and no-shows
- Resolved client complaints and escalated issues as needed
- Collaborated with clinical departments to ensure smooth daily operations
- Handled insurance claims and managed credit accounts
- Ensured billing accuracy and EMR compliance
- Mentored junior staff on EMR and front desk processes

Education

- **Diploma in Business Management** | KCA University | May 2025 – Ongoing)
- **Certificate in Computer Applications** | Shiners Institute of Business Technology | (Jan – Apr 2014)
- **Kenya Certificate of Secondary Education** | Kiangunyi Girls High School | 2013

Certifications & Training

- **Basic First Aid** – Kenya Red Cross
- **Fire Marshal Training** – Ecohealth Company Ltd
- **Cybersecurity, Conflict of Interest** – Penda Health
- **Digital Record Management & EMR Use** – Internal Training

Key Achievements

- Customer Service Champion – Penda Health, 2024
- Stay Connected Medical Champion – 2 consecutive years
- Consistently praised for accurate appointment handling and client rapport

Hobbies & Interests

- Reading inspirational and fictional books
- Client interaction and service delivery
- Volunteering in patient education and health awareness

Referees

Mr. Joseph Nguthiru,
Clinical Coordinator In-charge ,Penda Medical Center
Phone: +254 796 903 912

Mr. Edwin Karanja
Regional Manager ,Penda Medical Center
Phone: +254 728 696 460

Mr. Austin Lawrence
Administrator , Equity Afia Kenol
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