NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Dental Receptionist - Company / Location

2020 to present

- Developed documentation techniques to improve the record-keeping system.
- Called patients to remind them of appointments and to follow up after procedures.
- Listened to patients and collected detailed medical histories.
- Carried outpatient collections and treatment planning under the supervision of the dentist.
- Answered phones and scheduled appointments while following clinic guidelines.

Dental Receptionist - Company / Location

2017 to 2020

- Scheduled and confirmed over 200 appointments on a weekly basis.
- Supported managerial staff by making copies and maintaining patient records.
- Scanned insurance claims and followed up with the appropriate agencies.
- Completed medical record requests and handled highly sensitive data.
- Resolved issues between patients and the dentist.

Project Experience

- Creating an Inviting Dental Clinic: studied the effect of hospitality on patients.
- Dental Organization: tested multiple platforms to find a suitable tool for the clinic.

Education

Office Administration Degree - Wayne State College

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Dentrix Dental Software
- Scheduling and calendar management
- Patient billing services
- Written communication
- Dental terminology

Licenses & Accreditations

Licenses Licenses & Accreditations

- American Red Cross CPR
- Office Admin and Reception Skills Online Course
- MS Office Specialist Master Certification