

Denna Slentz

Administrative specialists/ Receptionist

Loveland, CO

kaylex.883@gmail.com

9707869765

Diligent, self-starting Administrative Receptionist with over 10+ years of experience maintaining office workflow, filing patient documentation, verifying insurance and maintaining positive patient reception in a fast-paced environment.

Authorized to work in the US for any employer

Work Experience

Administration Specialist/Receptionist

New Perspectives - Loveland, CO

December 2018 to April 2019

Receptionist: Scheduled appointments and greeted patients. Conformed Client appointment Prepared Client Reports. Enter Client demographics into sentry software.

- Performed administrative support tasks such as proofreading, transcribing handwritten information, invoicing, balance sheets and creating spreadsheets and other documents.
- Greeted persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Filed and maintain records.
- Transmitted information or documents to customers, using computer, mail, or facsimile machine.
- Scheduled appointments, and maintain and update appointment calendar.

Receptionist/Assistant Manager

VerdenStrand LLC - Fort Collins, CO

June 2014 to December 2018

Resolved customer service complaints or answered customers' questions regarding policies and procedures in a professional manner and with confidentiality.

- Supervised the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Clerical duties, including multi-line phone, typing, copier, fax, filing, scheduling; full experience in Windows/Office/Outlook, able to type 55 wpm.
- Checked in and out 50 to 60 people on a daily basis.
- training of new employees, interpreting and communicating work procedures and company policies.

Administrative/Office Manager

Advanced Foot &Ankle Center - Loveland, CO

March 2014 to January 2016

Responsible for processing all insurance claims, ICD- 9-CM medical coding, patient billing accounts receivables, collection issues and processed patient prescriptions requests

- Scheduled patient testing and treatment with multiple hospital facilities, followed-up for timely reports

- Applied payments and adjustments to patient accounts, processed deposits and maintained accurate records of all payments received
- Maintained strict confidentiality and HIPAA and OSHA certified

Front Office Manager/Receptionist

Pediatric Dental Care - Fargo, ND

January 2003 to February 2014

Scheduling of appointments, registering of new patients , bookkeeping

- Professionally and courteously verified appointment times with patients.
- Sent out reminder cards to patients weekly.
- Managed a multi-line phone system and pleasantly greeted all patients.
- Verified patients' eligibility and claims status with insurance agencies.
- Prepared necessary paperwork, collected payments and sent out proper billing.
- Submit insurance claims and dispersed payments.
- Treat all patients, their families, visitors, peers, staff and providers in a pleasant and courteous manner

Front Office Manager/Administrative Assistant

Fargo Family Dentistry - Fargo, ND

June 2000 to January 2003

Greeted & registered approximately 50 new & existing patients daily

- Verified patients insurance & patient billing
- Entered treatment plans, posted payments, entry charges, handled pre-authorizations
- Accurately maintained all patient records including personal & medical information
- Answered incoming calls and responded to approximately 100 patient inquiries daily
- Managed dentists' & hygienist schedules by confirming patients appointments and managing their schedules

Education

High school or equivalent in General Diploma

Larimer County High School - Loveland, CO

May 2000

Skills

- Scheduling
- Payroll
- Marketing
- Microsoft Office
- Receptionist
- Time Management
- Word
- Billing
- Quickbooks
- Outlook

- Office Management
- Organizational Skills
- Medical Terminology
- Training
- Data Entry
- Answering
- Invoicing
- Medical Billing
- Medical Insurance
- Insurance Verification
- Commercial Insurance
- Administrative Assistant
- Clerical
- Excel
- Filing
- Microsoft Word
- Powerpoint
- accounting

Certifications and Licenses

driver's license

Cosmetologist / Business

August 2010

Assessments

Scheduling — Highly Proficient

March 2019

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: https://share.indeedassessments.com/share_to_profile/47e6deb57716a9256dc8fd0632ecacceed53dc074545cb7

Sales: Influence & Negotiation — Highly Proficient

November 2019

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: https://share.indeedassessments.com/share_to_profile/034ea24ab5cd1dd5b2d4bfa1a5975daeed53dc074545cb7

Customer Focus & Orientation — Expert

November 2019

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_assignment/fdlypj-irzmc331l

Medical Receptionist Skills — Highly Proficient

December 2019

Managing physician schedules and maintaining accurate patient records.

Full results: https://share.indeedassessments.com/share_to_profile/d0890bd18924a1e50ef41ab10ab0222beed53dc074545cb7

Customer Focus & Orientation — Expert

January 2020

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_to_profile/62446d1743f3b1f399ec7c097dbea677eed53dc074545cb7

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.