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- **Experience**
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- **Harbor Dental** **2/2019- Current**
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- Arranged complex meetings and team building exercises. Prepared expense reports and processed invoices and check runs. Mentored and trained administrative staff. Coordinated yearly benefit open enrollment periods and company events. Managed Front Office that included greeting visitors; answering phones; ordering all supplies; ordering, receiving and setting up caterings; sorting and distributing mail, maintaining company subscriptions, arranging teleconferencing and scheduling conference rooms; overseeing company credit card accounts.
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- Coordinated insurance benefits. Face to face interactions with patients. Scheduling hygiene and doctor confidentially for high production. Treatment coordinated Invisalign with patients, review case design, consult, consents, cost. Reception & Routing, calls are screened and routed quickly to the proper person within the office. If that person is unavailable a note is taken and provided to the appropriate person.
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- Position provides in-depth support for all insurance related duties of the office. This position is responsible for the coordination and processing of insurance payments, verifications, all billing, coordination of benefits, and ongoing communications with insurance carriers. Great interpersonal skills are required to build rapport with the patients, staff and insurance carriers.
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- Arranged financial agreements and scheduled restorative treatments for patients. Managed all secretarial duties, Insurance benefits, billing issues, Verifying coverage. Explained and communicated best standard of treatment according to Doctors diagnosis.
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- Handled incoming calls from policyholders, responding to inquiries, resolving problems and correcting policy errors. Provided quotes and executed online policy changes for auto, home and excess liability. Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.
- Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions. Update all Social media logs, Demand force, Gmail, Sendinc, Facebook, Instagram.
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- **Denver West Family Practice, CO** **3/2017- 1/2019**
- **Front office/ Medical administrator**
- Knowledge of clinical procedures usually anatomy, physiology, phlebotomy, first aid, and medical terminology, including administrative processes and procedures, claims processing, preparing patient charts, and basic computer skills.
- The skills expected for this position require the following, telephone etiquette, customer service, basic word and excel programs, time management, multi-tasking, organization, scheduling. When a patient calls in, the way in which the front desk personnel handle the telephone call determines how the facility is perceived. The medical office receptionist must be a good listener and maintain confidentiality in addition to having good phone manners.
- As a medical receptionist is the first contact a patient has with the medical facility. Giving patients personal attention can go a long way in establishing their positive experience with the facility. The receptionist should give the patients a warm welcome when they enter the office. Even if you can't verbally greet the patient, getting eye contact with them lets them know you are aware of their presence and will get to them as soon as possible. If the patient brings a problem to the receptionist, it should be addressed by immediately bringing it to the attention of the nurse, clinician, or administrator as appropriate.
- The software used is Allscripts to maintain insurance, billing, scheduling and tasking with the providers at the office. Presenting a kind, easy going personality to make patients feel welcome, and comfortable, when coming to visit with their provider. Use scanning software to stay updated on patient's confidential information, ability to complete all data entry. Position provides in-depth support for all insurance related duties of the office. This position is responsible for the coordination and processing of insurance payments, verifications, all billing, coordination of benefits, and ongoing communications with insurance carriers. Great interpersonal skills are required to build rapport with the patients, staff and insurance carriers.
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- Receive, scan and file insurance checks. Place processed to receive vendor invoices and statements and process for approval and scanning. Insurance benefits have been accurately calculated and all treatment has been entered prior to patient arrival at front desk. Payment in full or deposit is collected prior to patient leaving office. Insurance benefits have been accurately calculated and all treatment has been entered prior to patient arrival at front desk. Payment in full or deposit is collected prior to patient leaving office. Reminders, patients are called in advance for appointments. New patients are scheduled for a time slot which is appropriate to the needs of the patient and makes the best possible use of the schedule. Patients who had injections the day prior are called on the following day.

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- **Colorado Family Dentistry, Lakewood, CO**
- **Front office / Dental Assistant** **7/2015-3/2017**
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- Call scripting and develop control over the conversation to ensure that the patient is well informed of the new patient intake process, is properly prepared for their first appointment and is scheduled for a time which works for both the schedule and the patient.
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- Receive, scan and file insurance checks. Place processed checks into envelope for deposit. Also receive vendor invoices and statements and process for approval and scanning. Log into Call Tracking Metrics and call back all missed calls.
- Insurance benefits have been accurately calculated and all treatment has been entered prior to patient arrival at front desk. Payment in full or deposit is collected prior to patient leaving office. Insurance benefits have been accurately calculated and all treatment has been entered prior to patient arrival at front desk. Payment in full or deposit is collected prior to patient leaving office. Reminders, patients are called in advance for appointments.
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- Received email messages are responded to within 1 hour of receipt and moved to file folders according to the type of message to keep inbox clean. All necessary new patient information is quickly & efficiently but politely gathered and entered into Curve.
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- New patients are scheduled for a time slot which is appropriate to the needs of the patient and makes the best possible use of the schedule. Patients who had injections the day prior are called on the following day. Results of the call are logged in Curve.
- Reception & Routing, calls are screened and routed quickly to the proper person within the office. If that person is unavailable a note is taken and provided to the appropriate person.
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- Working with Dental Insurance companies and patients for best dental coverage. Spend time in back dental office helping assist doctor with procedures and assistants with and busy dental assisting work in the back. Sales dental treatment plans and discusses dental treatment with patient.
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- Position provides in-depth support for all insurance related duties of the office. This position is responsible for the coordination and processing of insurance payments, verifications, all billing, coordination of benefits, and ongoing communications with insurance carriers. Great interpersonal skills are required to build rapport with the patients, staff and insurance carriers.
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- Arranged financial agreements and scheduled restorative treatments for patients. Managed all secretarial duties, Insurance benefits, billing issues, Verifying coverage. Explained and communicated best standard of treatment according to Doctors diagnosis.
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- Assisting in all back-office duties, chairside assisting, charting, notes for patients during Doctor or Hygienist Procedures or Exams. Also Assisted assistants with back office duties, sterilizing equipment, making trays, delivering trays, pouring models, assisting with X-rays, IOS pictures.
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- **Labrix Clinical Services, Clackamas, OR** **3/2015-6/2015**
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- Checked in samples and Vortexing samples for testing, freezing samples and assisted lab accessioning saliva samples from kits received daily for hormone testing. Collected DNA, saliva samples and data collections into system (Lab Management). Documented the amount of samples received on day to day basis, stamp scan, enter data into lab management system.
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- Processed billings, invoices, insurance claims (i.e. Medicare, United, etc.). Followed-up with customers regarding past-due invoices and billings for Labrix accounts. Responded to patient inquiries regarding billing issues and statement problems. Systems used: Lab management, Salesforce, DAQ billing, Excel, Word).
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- Shipping Department- Assembled kits and mailed to doctor's offices and patients domestically/international. Performed other clerical duties when needed.
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- **Front Range Plumbing Co., Thornton, CO**
- **Billing and Accounting Department** **9/2014-1/2015**
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- Billing and accounting position in a fast paced plumbing company maintaining customer care and building lasting relationships. Company has reputation of 50 years of excellence. Coordinated billing department (collect payments from customers, enter data, filing, invoicing, phone service, etc...).
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- **Custom-Milling Center, Arvada, CO**
- **Implant Department Production Manager/ Scan and Designer** **8/2010-9/2014**
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- First year started at CMC scanning in dental impression models. After a year began to design full contour crowns and copings on prepped dies that were scanned in. Soon after I began working with implants and expanded my knowledge in the company to be the implant department production manager.

- **Production-CAD / CAM (Dental) Implant Department Production Manager (2 years)**

- Inventory
- Personnel
- 3-shape
- Dental Wings
- EMAX / E4D
- Model Department (2 years)
- Scan / Design
- Trained New Hires
- Ability to identify (most if not all) implant / abutment platforms internal and external.
- Coping and full contour crown design (3 months)
- TDS Software and TDS scan designer
- Shipping and handling
- Data Entry
- Customer Service
- Accepting/Sending files to mill
- Computer support
- CAD Tech
- Quality Control
- Labnet
- Articulating
- Straumann

- **Texas Roadhouse, Arvada, Colorado**

- **Hostess/Customer Service**

7/2007-7/2008

- Coordinated activities of dining room personnel to provide fast and courteous service to patrons, scheduled dining reservations and arranged parties and special services for diners. Greeted guests, escorted them to tables, and provided menus. Assisted with complaints from patrons and inspected dining room serving stations for neatness and cleanliness, and requisitions table linens and other dining room supplies for tables and serving stations. Collected payments from customers-- Take Out.

- **Broomfield Modern Dentistry**

- **160 Hours Completed of Extern- Duties Performed:**

4/22/2011

3/22/2011-

- Worked as a chair side Dental Assistant; using all objects for Coronal Polishing, Digital X-rays, Flossing, Suction and Rinses, Sterilization, Cleaning rooms, and Re- baring dental rooms, and Impressions. Ten hours in the front office learning scheduling, answering phones and making sure patients are seen on time and everyone in the back office is ready for the patient.

- **Education**

- GED/ High School Equivalence- Front Range Community College

- Concorde Career College

8/16/2010-

4/29/2011

- Dental Assisting Diploma

- Certificates:

- HIPAA
- CPR
- OSHA

- **References Available upon request**

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