

## DETAILS

TAKUDZWAGUTSA@GMAIL.COM

+263773049462

28 SIMS ROAD, MOUNT PLEASANT, HARARE

## SKILLS

DENTAL SOFTWARES: EAGLESOT, DENTRIX,  
OPEN DENTAL, CURVE HERO, FLEX DENTAL,  
VYNE

STRONG PROBLEM-SOLVING AND CONFLICT  
RESOLUTION SKILLS

PROFICIENT IN CRM SOFTWARE AND  
MICROSOFT OFFICE

ABILITY TO WORK IN FAST PACED  
ENVIRONMENTS AND MEET DEADLINES

PATIENT AND TOLERANT

ATTENTION TO DETAIL

ABILITY TO LEARN FAST

# TAKUDZWA GUTSA

## PROFILE

Young and motivated lady seeks new position in dynamic, growth-oriented company focused on cultivating exceptional results and a positive work environment. I bring attention to detail and a dedication to every task I am given.

## EXPERIENCE

### REMOTE DENTAL REVENUE CYCLE SPECIALIST

SACRAMENTO KIDS DENTISRTY | MARCH 2025-SEP 2025

- Scheduling patients via text and telephone
- Eligibility and Insurance verification over the phone, fax and websites
- Payment Posting
- Claims submissions and follow-up

### REMOTE INSURANCE VERIFICATION SPECIALIST

NORTHCUTT DENTAL| JAN 2022- JAN 2025

- Managed a high volume of patient insurance inquiries.
- Successfully resolved complex insurance issues for US patients.
- Conducted benefit verification and eligibility checks.

### REMOTE INSURANCE VERIFICATION SPECIALIST

GREAT BIG SMILES | AUG 2020- DEC 2021

- Honed skills in benefit verification, eligibility checks, and claim submission for diverse US dental insurance plans.
- Ensured accurate insurance processing to maximize revenue.

### REMOTE CUSTOMER SERVICE REPRESENTATIVE

ECONET WIRELESS | JANUARY 2019-JULY 2020

- Make prospecting calls to customers locally and internationally using scripts
- Provide both inbound and outbound customer support via telephone and email
- Provide customer support through digital platforms (social media, SMS live chat) to resolve queries in a timely manner
- Data Entry
- Lead Generation

## EDUCATIONAL HISTORY

### BACHELOR OF SCIENCE IN COMPUTER INFORMATION SYSTEMS

AFRICA UNIVERSITY | 2014-2018

HIPPA CERTIFIED | 2020

### CERTIFIED CLOUD PRACTITIONER

AMAZON WEB SERVICES | AUGUST 2022

### CERTIFIED POWER BI DATA ANALYST

MICROSOFT | NOVEMBER 2024

## REFERENCES

MR. D GUDO | FBC HOLDINGS LTD

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