

# JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105

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## PROFESSIONAL SUMMARY

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Organized and detail-oriented Dental Doctor Scheduler versed in instructing patients on proper dental hygiene techniques to maintain optimal oral health. As well as giving awesome customer service to patients/customers.

## INTERESTS

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May 2016 to Present

## SKILLS

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Microsoft Office, Customer Service Front Desk Representative, General Office Experience, Dental Insurance, Dentrrix Skills, Organization, Follow-through, work software Scheduling Appointments, being a well with others, I work well as a team, and problem solver, and Basic Computer Skills. I love Customer Service.

## WORK HISTORY

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02/2018 to Current

### **Doctor Scheduler/Treatment Coordinator**

**54Th Street Grill** – Liberty, MO,

- Currently my role as a Doctor Scheduler is making sure the Doctor's schedule is filled, making goal for our team, collecting patient's out of pocket for their dental treatment and explaining why a patient owes a particular amount before agreeing to treatment. I also make sure I understand the patient's insurance before giving the patient a estimate for his Dental Treatment.
- Making sure notes and communication are legible for anyone to read. As well as following up with my own personal notes and team notes. Making sure all of the patient's for the previous day; that had certain dental treatment are followed up on to make sure they're doing well, or have question's. I will then touch-base with Doctor's Assistant making sure she know's the status of how they're doing or- if I have question's regarding post-op instructions.
- Following up with patients regarding unscheduled Dental Treatment, answering phone calls and handling patients with proper care.
- Having a positive attitude and making sure the patients needs are taken care of, as well as keeping a smile on and working efficient and, fast paced.
- Answering any of their questions regarding dental treatment, as well as explaining dental coverage for the treatment being completed and documenting any discounts I may give the patient or, payment arrangement's.
- Calling patients in regards to: delinquent balances, a unscheduled treatment, care calls after extended treatment, confirmation calls, & regular day notes provided as reminders for follow ups.
- Checking fees/amounts before posting to ledger and completing a patients treatment the day of.
- Calculating how much the doctor closes on the day of and, adding up treatment amounts throughout the week.
- Making sure the doctor completes his goal for team bonus.
- Making sure I complete all my tasks before the end of every shift.
- Answering questions from other staff and helping them as needed, handling upset patients, answering account questions and making sure everyone is on task.

01/2016 to 02/2017

### **Manager**

**Galaxy Solutions** – Milwaukee, WI,

- As a manager I was responsible in the following tasks: Greeting customers, providing customers with the best price for there upcoming event with our top of the line tuxedos. Explaining why one tux may have been better than another.
- Keeping up with social media, advertising my store and tuxedos, attending bridal shows as well as photo shoots.
- Making my Bride and Groom stress free before there big event! I also, make sure my staff is trained properly following every procedure, communication and training my staff in measurements for proper fitting of tuxedo/suit wear, making sales quota/goals, leading by example, handing upset customers, updating and keeping Facebook account active/communication with vendors for sales and production, keeping monthly and weekly goals on Speed Sheet to keep offices organized and officiant, and keeping store up to date with any upcoming promotions we may be having as well as staff.
- Having monlthy meetings with my staff, manager calls once a week as well as quarterly meetings.
- I am responsible for my paper to be organized, attaching all of my retail goals, my sales reports, labor hours, submitting payroll in a timely manner, making sure every staff member has submitted there sales accurately and time sheets, wedding audits, audit my paperwork for accuracy, keeping track of my weekly sales in store and out of store ratio, my weekly deliveries and converting to a sales report for the week, checking and responding to emails daily.

- Multi tasking every day, to make sure everything on my check list is marked off for 100% completion.
- Accurately submitting my reports before the deadline, making my employees schedules upon labor hours I have, answering phones, answering emails, personal cell, handling customer complaints, and keeping my desk and office organized as well as store.

01/2013 to 04/2015 **Front Desk Receptionist**

**Okta** City, New York City, NY,

- Enhanced ability to multi-task in a fast pace work environment.
- Increased knowledge in Microsoft, and scheduling appointments for patients.
- Helped patients with paper work, worked individually to provide customer and Doctor with Dental Eligibility.
- Gained knowledge of Dental Insurance and Dental claims.
- Focused on providing great communication skills to provide to patients so they understand their insurance.
- Improved organization and communication skills; including over the phone, email, and in person.
- Learned the ability to schedule patients needs and wants.
- Enhanced vocabulary in dentistry as well as medication outlook.
- Scheduled patients to designated area of schedule book per doctor's.

11/2012 to 01/2013 **Team Lead**

**Best Buy Mobile** City, STATE,

- Completed daily examinations on self and employees.
- Expanded knowledge in POC system and.
- Microsoft, increased daily goals to meet team bonuses, gained personal relationship with customers.
- Gained a reward for accomplishing a good work ethic of customer service.

08/2009 to 10/2011 **Sales Clerk and Cashier**

**Topsy's Popcorn** City, STATE,

- Increased my skill of customer service, gained a great knowledge of being a team leader, learned the.
- Ability to multi-task, and increased monthly sales goals.

## EDUCATION

March 2013

**High School Diploma:**  
**Parkridge Private High School -**,  
GPA:

## SKILLS

photo, advertising, scheduling appointments, Schedule Appointments, book, great communication skills, communication skills, Basic Computer Skills, Customer Service Experience, customer service, dentistry, email, fast, General Office, Insurance, team leader, ledger, notes, meetings, money, Microsoft Office, office, outlook, payroll, read, retail, sales, sales reports, answering phones, phone, tuxedo

## ADDITIONAL INFORMATION

- Awards Great Customer Service Reward November 2013 Every employee had the opportunity in making a reward at Best Buy. Customers notice good employees, if you take the time for them, they'll take the time for you. Certifications/Licenses Cosmetology May 2016 to Present