

# Heather Silk

Missoula, MT

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## Work Experience

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### **Office Manager**

Twin Cranes Dental Group - Missoula, MT

December 2016 to Present

Fast paced Dental Practice with 3 Providers and 11 employees.

- Organized daily, monthly schedules
- Scheduled patients appointments
- Collect funds for procedures
- Processed statements and recall
- Managed A/P & A/R
- Reconcile multiple bank accounts
- Remedy complaints
- Follow HIPAA and OSHA guidelines

### **Front Desk Receptionist**

Twin Cranes Dental Group - Missoula, MT

November 2006 to December 2016

- Managed multiline telephone while
- Assisted Patients in scheduling appointments
- Checkout Patient after visit
- Accurate charges and payments
- Ordered office supplies and kept inventory
- Maintained a clean and organized environment

### **Front Desk Receptionist**

Western Montana Clinic - Missoula, MT

April 2002 to November 2006

- Operated multi line telephone
- Scheduled appointments for Specialty Doctor's
- Entered intake forms into database
- Collect copayments
- Typed referral letters
- Followed in accordance to HIPAA guidelines

## Education

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### **High school diploma in General**

Butte High School - Butte, MT

August 2016 to June 2020

## Skills

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- Account Reconciliation
- Accounts Payable
- Intake Experience
- Office Management
- QuickBooks
- Patterson Eaglesoft
- Microsoft Office
- Customer Service
- Computer Skills
- Data Entry
- Organizational Skills
- Time Management
- Bank Reconciliation

## Assessments

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### **Accounting Skills: Bookkeeping — Proficient**

May 2020

Calculating and determining the accuracy of financial data.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/d7cf0d0871e311390e8cfe9afb4115e6eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/d7cf0d0871e311390e8cfe9afb4115e6eed53dc074545cb7)

### **Attention to Detail — Highly Proficient**

May 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/8b5a8189228d3b737aa345c1bab7c01ceed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/8b5a8189228d3b737aa345c1bab7c01ceed53dc074545cb7)

### **Data Entry Clerk — Highly Proficient**

May 2020

Maintaining data integrity by detecting errors.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/b7432c4327a69533444927cdec856c2beed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/b7432c4327a69533444927cdec856c2beed53dc074545cb7)

### **Administrative Support — Highly Proficient**

May 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/03b874e7a84da9b2df0750a36406e3f6eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/03b874e7a84da9b2df0750a36406e3f6eed53dc074545cb7)

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## Additional Information

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Organized and self motivated. I enjoy a challenge and like learning new skills.