

SUZANNE OTEC

To whom it may concern:

As a detail-oriented, focused and innovative dental front desk professional, I offer 11 years of broad experience supporting dentists and dental staff. Combining key strengths in office technology, communications, insurance, planning and the ability to perform in a fast-paced, time sensitive environment, I am now seeking the opportunity to utilize my skills as a front desk professional with your dental practice.

I am a proactive problem solver with a strong desire to learn and grow with a practice. In the past, I have held roles with a wide range of duties such as file maintenance, patient scheduling and billing, finance options, collections, insurance, supply orders, recall and social media updates and responses.

More than a front desk professional, I believe in working as a partner whose mission is to make the dental staff's daily routines more relaxed, organized and efficient. I welcome the opportunity to discuss an employment possibility with you in a more personal setting. Thank you in advance for your consideration and I look forward to future conversation.

Sincerely,

Suzanne Otec

SUZANNE OTEC

417-844-5627



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Willard, MO



SKILLS

Attention to Detail
Budgeting/Cost Management
Team Leadership
Project Planning
Accountability
Improving Efficiency
Resource Management

EDUCATION

BUTLER HIGH SCHOOL
Courses in General
Education
1983

PLATT TECHNICAL COLLEGE
Clerical Reception Certificate
1987

REAL ESTATE LICENSE
1998

CERTIFICATION:
Continuing Education
Dentrix and Eagle Soft

TECHNICAL SKILLS

Microsoft Office Suite
Eagle Soft
Dentrix
EMR Interfacing

Outlook

REFERENCES

Available upon request

PROFESSIONAL OBJECTIVE

To secure a position that is challenging and will utilize my current skills and afford me the opportunity to attain new skills that will serve my perspective employer with the highest standard of quality support and service.

EXPERIENCE

FRONT OFFICE MANAGER

Dr. Glen H. Petteway/February 2010-Present

Summary of Job Duties:

- Greet patient and assist with all necessary forms / verify, update, and enter all patient information in to Eagle Soft
- Answer all incoming calls, schedule appointments, and manage all patient recalls
- Confirm upcoming appoints and appropriately fill in cancelations
- Manage, verify, and track all insurance related information
- Monitor and collect patient payments
- Maintain and manage patient records in compliance with privacy and security regulations
- Provide the doctor and staff with any available referral information
- Organize and send outgoing referral information
- Enter treatment plans and advise patients of financial options available.
- X-ray processing
- Dispatch and track lab work accordingly
- Assist in instrument sterilization and operatory clean up

FRONT OFFICE MANAGER

Dr. A Joshua Montgomery/February 2006-February 2010

Summary of Job Duties:

- Greet patient and assist with all necessary forms / verify, update, and enter all patient information in to Dentrix
- Monitor and schedule for multiple doctor practice
- Answer all incoming calls, schedule appointments, and manage all patient recalls
- Confirm upcoming appoints and appropriately fill in cancelations
- Manage, verify, and track all insurance related information
- Monitor and collect patient payments
- Maintain and manage patient records in compliance with privacy and security regulations
- Provide the doctor and staff with any available referral information
- Organize and send outgoing referral information
- Enter treatment plans and advise patients of financial options available.
- X-ray processing
- Dental assisting with simple procedures when available
- Assist in instrument sterilization and operatory clean up

DEPARTMENT MANAGER/FRONT DESK SUPERVISOR

K-Mart Corp/November 1998-January 2006

Summary of Job Duties:

- Trained and managed cashier/service desk personnel
- Shift scheduling, answering calls, ordering supplies
- Front end cash management
- Quality customer service and conflict resolution