

## Objective

A career that enables me to work directly with the public. I am efficient, reliable, and hardworking. I want a position where I can learn and grow for possible promotion opportunities.

## Experience

### Receptionist

July 2016 - Current Central Care Cancer Center, Bolivar, MO

- \* Answer all incoming calls
- \* Schedule patients
- \* Check patients in and out
- \* Collect copays
- \* Attain medical records
- \* Patient referrals
- \* Correspondence for Providers
- \* Use of IKnowMed, Meditec, AMD
- \* Schedule patient with outside referring doctors
- \* Maintain Hipaa compliance

### Office Manager

October 2010 - April 2015 Bolivar Smiles, Bolivar, MO

Manage staff, liaison between staff and doctor, correspondence  
Answer phones, schedule appointments, check patients in and out  
Accounts payable and receivable  
Monthly statements to include patient who where sent to collections  
Verified patients insurance coverage and benefits  
Went over treatment plans with patient  
Sent in preauthorization's for treatment  
File insurance claims, including following up on denials  
Order and stock supplies  
Assisted chairside when needed.  
Sterilization, clean and sterilize rooms and equipment  
Expose and process radiographs  
Pour and trim models

### Driver Examiner II

September 2008 - October 2010 Missouri Highway Patrol, Springfield, MO

Administer written, visual and oral examinations for all classes of drivers license  
Prepare and submit various reports  
Administer road examinations for class F and E license  
Answer questions via phone and in person

### Office Coordinator

February 2005 - September 2008 Dr. Steven T. Marshall, D.D.S, Bolivar, MO

Accounts receivable and payable  
Coordinate scheduling for all providers as well as schedule patients for treatment  
File insurance claims  
Order and stock supplies

### Dental Assistant

November 2004 - January 2005 Dr. Steven T. Marshall, D.D.S, Bolivar, MO

Assist Doctor chairside

Expose and process radiography  
Clean and sterilize rooms and equipment  
Use Eaglesoft dental software chairside and reception.  
Pour and trim models

#### Receptionist

July 1991- July 1995 Bolivar Family Care Center, Bolivar, MO  
& October 2002 - October 2004  
Great patients as well as conduct patient check in and check out  
Answer incoming calls and schedule appointments  
File patient records and charts

#### Regional Sales Administrative Assistant

July 1996- July 2001 Teters Floral Products, Bolivar, MO  
Provided daily assistance to 3 Regional Vice Presidents and 32 Territory Sales Managers  
Proficient in Word and Excel  
Provided assistance to all incoming calls  
Daily typing and 10-key for correspondence, spreadsheets and presentations

#### Receptionist

July 1995- July 1996 Teters Floral Products, Bolivar, MO  
Greeted all customers  
Answered multi-line phone system and directed all calls to appropriate personnel.  
10-key and file all incoming floral orders

#### **References**

References are available on request.