


John Bergsen

Front Desk Dental Receptionist

Dental office manager with a Bachelor of Science in health administration and an Associate of Applied Science in dental office administration. Proven record in streamlining appointment scheduling, improving patient records management, and resolving billing disputes. Certified Dental Receptionist (CDR), Certified Medical Administrative Assistant (CMAA), and Certified Professional Coder (CPC) with proficiency in dental software, customer service, and basic accounting.

CONTACT

-  (123) 456-7890
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KEY SKILLS

- Basic accounting
- Billing and insurance claims
- Customer service
- Dental office procedures
- Managing patient appointments
- Patient records management

PROFESSIONAL EXPERIENCE

January 2019

Dental Office Manager, Bright Smile Dental Care | Phoenix, Arizona

- Streamlined the appointment scheduling process, resulting in a 20% increase in patient capacity
- Implemented a new digital system for patient records management, improving data accuracy and accessibility
- Resolved over 100 billing disputes and issues, maintaining positive relationships with patients and insurance companies

June 2016 - December 2018

Front Desk Dental Receptionist, Family Dental Clinic | Scottsdale, Arizona

- Managed patient appointments for three dentists, ensuring efficient patient flow and high satisfaction
- Maintained and updated patient records for over 2,000 patients, ensuring accuracy and confidentiality
- Handled billing processes and insurance claims, helping increase timely payments by 15%

EDUCATION

Associate of Applied Science in Dental Office Administration

Penn Foster College, Scottsdale, Arizona | May 2020

Bachelor of Science in Health Administration

University of Phoenix, Phoenix, Arizona | December 2018

Diploma in Medical Office Administration

Everest College, Ontario, Canada | June 2019

PROFESSIONAL DEVELOPMENT

Certified Dental Receptionist (CDR) | Dental Assisting National Board, Inc.

Certified Medical Administrative Assistant (CMAA) | National Healthcareer Association

Certified Professional Coder (CPC) | American Academy of Professional Coders