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Emily Foster

Experienced Dental Office Administrator with over 7 years of experience managing patient schedules, insurance claims, and office operations in a busy dental practice. Adept at improving patient flow, reducing wait times, and enhancing patient satisfaction through effective administrative support.

CONTACT



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LinkedIn | Portfolio



Los Angeles, CA 90001

EDUCATION

Associate of Science in Dental Office
Administration Los Angeles Community
College

Los Angeles, CA | May 2015

KEY SKILLS

- Patient Scheduling
- Insurance Claims
- Billing & Coding
- Staff Training
- Patient Relations
- HIPAA Compliance

PROFESSIONAL EXPERIENCE

DENTAL OFFICE ADMINISTRATOR | SMILE BRIGHT DENTAL, LOS ANGELES, CA

AUGUST 2018 – PRESENT

- Oversee scheduling and appointment management for a practice serving over 200 patients weekly.
- Manage patient billing and insurance claims, improving the insurance claim approval rate by 15%.
- Assist in recruitment and training for new administrative staff, ensuring adherence to office protocols and policies.
- Implemented a new patient check-in process, reducing wait times by 20% and improving patient satisfaction.

DENTAL OFFICE ASSISTANT | HEALTHY SMILES DENTISTRY, LOS ANGELES, CA

MARCH 2015 – JULY 2018

- Coordinated patient records and managed patient appointment schedules for three dentists.
- Ensured that insurance and billing information was updated accurately, resolving discrepancies quickly.
- Provided administrative support to the dental team by preparing examination rooms and maintaining sterilization records.