Deborah Allen

Dental Front Desk Assistant

CONTACT INFORMATION

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Macomb, IL 12345

EDUCATION

AAS in Computer Information Systems | Spoon River College, Canton, IL | 2022 - 2024

KEY SKILLS

- Dentrix
- Weave
- HIPAA Compliance
- CDT Coding
- Patient Scheduling
- Microsoft Excel
- Microsoft Outlook
- Insurance Eligibility Verification
- EHR Data Entry

ABOUT ME

Dental front desk professional with 2 years of experience using Dentrix and EHR systems to register patients, verify insurance eligibility, and maintain accurate records across multi-provider offices. Reduced average patient wait time from 14 minutes to 6 minutes by restructuring arrival intervals and preparing route slips with verified CDT codes. Balanced co-pay collections averaging $4,060 per month through end-of-day deposit reconciliation.

PROFESSIONAL EXPERIENCE

DENTAL FRONT DESK ASSISTANT | SPOON RIVER FAMILY DENTAL, MACOMB, IL
2025 - PRESENT

- Corrected 37 registration audit errors in one quarter by cross-referencing Dentrix records against insurance cards and photo IDs for a 6-provider office.
- Shortened average patient wait time from 14 minutes to 6 minutes by staggering arrival slots in 8-minute intervals and preparing route slips with verified CDT codes before each appointment block.
- Registered 29 new patients per month by greeting walk-ins, distributing intake forms, and entering demographics into Dentrix within 5 minutes per chart.
- Assisted the office manager with end-of-day deposit reconciliation, balancing co-pay collections averaging $4,060 per month within 10 minutes of closing.

DENTAL OFFICE RECEPTIONIST | PRAIRIE HILLS DENTAL CLINIC, CANTON, IL
2024 - 2025

- Welcomed and checked in an average of 41 patients per day across 8 operatories, confirming appointment details and collecting signed consent forms.
- Gained 14 new patient registrations in the first month by following up on inquiry calls within 2 hours and scheduling introductory visits.
- Identified and corrected 18 registration errors over 3 months by auditing patient address, date-of-birth, and insurance group number fields in the EHR against submitted paperwork.