### horizontal line**Dental Customer Service Resume**

### **[Your Full Name]**

**Phone:** [Your Phone Number]  
**Email:** [Your Email Address]  
**LinkedIn:** [Your LinkedIn Profile] (optional)  
**Location:** [City, State]

### **Professional Summary**

Empathetic dental customer service professional with [X] years of experience assisting patients with scheduling, billing inquiries, and treatment coordination. Skilled in providing clear communication regarding procedures, insurance coverage, and patient needs. Known for creating a welcoming environment and efficiently managing patient information.

### **Core Skills**

* **Patient Assistance:** Appointment scheduling, follow-ups, and care coordination
* **Insurance Knowledge:** Verifying benefits, claims processing
* **Record Management:** Maintaining accurate patient files and billing records
* **Communication:** Clear and empathetic communication with patients of all ages
* **Technical Proficiency:** Dental office software (e.g., Dentrix, Eaglesoft)

### **Professional Experience**

**Dental Office Receptionist**[Dentist Office/Clinic Name] | [City, State] | [Dates Employed]

* Scheduled and managed up to [number] patient appointments daily, ensuring optimized patient flow and minimal wait times.
* Verified insurance coverage for procedures and explained billing to patients, improving transparency and satisfaction by [X]% over [time period].
* Assisted with patient inquiries and follow-ups, achieving a [X]% satisfaction rating.

**Patient Service Coordinator**[Dental Clinic Name] | [City, State] | [Dates Employed]

* Processed insurance claims, provided patients with billing information, and ensured timely payment collection.
* Communicated post-treatment care instructions to patients, enhancing patient understanding and compliance.

### **Education**

**Certificate in Dental Office Management**[Institution Name] | [City, State] | [Graduation Year]

### **Certifications**

* **Certified Dental Receptionist** – [Certification Authority, Year]