
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]