

YVONNE DONNER

Dental Assistant in Training

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☎ (123) 456-7890

📍 Rancho Cordova, CA

🌐 [LinkedIn](#)

WORK EXPERIENCE

Front Office Receptionist

Children's Choice and Premier Orthodontics

📅 2015 - current

📍 Rancho Cordova, CA

- Greeted 15+ patients per day with a calming, helpful disposition, resulting in 99% positive patient feedback
- Headed inventory system, ensuring 0 staff members waited on essential supplies
- Accelerated invoicing processing systems, replacing 10+ weekly hours of billing duties with patient communication
- Guided patients through check-in and check-out, ensuring patients filled in forms correctly, which reduced physician care time by 4 minutes per patient
- Initiated office remodel, recommending amenities in the lobby that improved ratings on patient satisfaction by 35%
- Conveyed important health, insurance, and payment information to patients, allowing 100% of patients to make informed decisions about their care

Dental Front Office Assistant

Staff Seekers

📅 2009 - 2015

📍 Rancho Cordova, CA

- Integrated scheduling system software, including appointment reminders to reduce patient no-shows by 70%
- Communicated with patients respectfully, receiving 98% positive feedback from 200+ patients on surveys
- Enhanced intake efficiency, using tablets for paperless check-in that reduced time-to-care by 8 minutes on average
- Maintained 6 exam rooms to pristine conditions, garnering commendations from 3 dentists and 6 dental hygienists

Front Office Assistant

Alliance HealthCare Services

📅 2004 - 2009

📍 La Mirada, CA

- Scheduled 25+ daily patients, establishing rapport with a 2,200+ patient panel per physician
- Maintained schedules for 4 physicians and 8 nurses, ensuring appointment efficiency
- Handled insurance from 10+ contracted insurance providers
- Established e-filing systems, generating an organized, secure database to decrease patient check-in time by 5 minutes

CAREER OBJECTIVE

Dental front office assistant with 17+ years of experience in healthcare office roles. Seeking an opportunity to further utilize my customer service and communication skills as a dental assistant in training at Rancho Cordova Dental Clinic.

EDUCATION

Communication

[Biola University](#)

📅 2000 - 2004

📍 La Mirada, CA

SKILLS

Electronic Medical Records (EMR)

Front-office tasks

Customer Service

Communication

Quick learner