MARY GARCIA

Dental Office Administrator

✉ mgarcia@email.com
📞 (123) 456-7890
📍 Edina, MN
🔗 LinkedIn

EDUCATION

Bachelor of Science
Healthcare Administration
University of Minnesota

📅 2009 - 2013
📍 Minneapolis, MN

SKILLS

- Dentrix
- Epic Dental
- Solutionreach
- QuickBooks for Healthcare
- DEXIS Imaging Suite
- Microsoft Teams
- Adobe Acrobat
- Intuit QuickBooks
- MouthWatch TeleDent
- NaviNet

WORK EXPERIENCE

Dental Office Administrator
Twin Cities Orthodontics

📅 2019 - current   📍 Edina, MN

- Oversaw the daily operations of the dental office, ensuring a smooth and efficient workflow
- Utilized Dentrix for patient management, appointment scheduling, and billing, maintaining precise records with a 98% accuracy rate
- Implemented Epic Dental for health records management, enhancing patient data accuracy and accessibility
- Handled patient communication and appointment reminders using Solutionreach, which **reduced missed appointments by 17%**

Dental Office Admin Assistant
Park Dental

📅 2016 - 2019   📍 Edina, MN

- Maintained accurate financial records using QuickBooks for Healthcare, enhancing office's reliability ratings by 64%
- Coordinated and processed patient X-rays and images with DEXIS Imaging Suite, ensuring timely diagnoses
- Supported administrative tasks, including patient communication and document management, which **enhanced office operations by 47%**
- Collaborated with colleagues to ensure efficient office operations and patient care, enhancing patients' experience by 67%

Dental Office Clerk
Metro Dentalcare

📅 2013 - 2016   📍 Minneapolis, MN

- Managed front desk operations, providing excellent customer service and scheduling appointments
- Used Dentrix for patient data management and appointment coordination and **reduced appointment overlaps by 86%**
- Assisted in maintaining a well-organized office environment and managing patient records, maintaining a 99% accuracy rate
- Supervised patient insurance information and billing procedures, ensuring accurate financial records, and reducing billing conflicts by 79%