



# JOHN BERGSEN

Dental office manager with a Bachelor of Science in health administration and an Associate of Applied Science in dental office administration. Proven record in streamlining appointment scheduling, improving patient records management, and resolving billing disputes. Certified Dental Receptionist (CDR), Certified Medical Administrative Assistant (CMAA), and Certified Professional Coder (CPC) with proficiency in dental software, customer service, and basic accounting.

## CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



San Francisco, CA 12345

## KEY SKILLS

- Basic accounting
- Billing and insurance claims
- Customer service
- Dental office procedures
- Managing patient appointments
- Patient records management

## EDUCATION

Associate of Applied Science in Dental Office Administration, PENN FOSTER COLLEGE, Scottsdale, Arizona, May 2020

Bachelor of Science in Health Administration, UNIVERSITY OF PHOENIX, Phoenix, Arizona, December 2018

Diploma in Medical Office Administration, EVEREST COLLEGE, Ontario, Canada, June 2019

## PROFESSIONAL EXPERIENCE

DENTAL OFFICE MANAGER | BRIGHT SMILE DENTAL CARE, PHOENIX, ARIZONA  
JANUARY 2019 TO PRESENT

- Streamlined the appointment scheduling process, resulting in a 20% increase in patient capacity
- Implemented a new digital system for patient records management, improving data accuracy and accessibility
- Resolved over 100 billing disputes and issues, maintaining positive relationships with patients and insurance companies

FRONT DESK DENTAL RECEPTIONIST | FAMILY DENTAL CLINIC, SCOTTSDALE, ARIZONA  
JUNE 2016 TO DECEMBER 2018

- Managed patient appointments for three dentists, ensuring efficient patient flow and high satisfaction
- Maintained and updated patient records for over 2,000 patients, ensuring accuracy and confidentiality
- Handled billing processes and insurance claims, helping increase timely payments by 15%

## PROFESSIONAL DEVELOPMENT

- Certified Dental Receptionist (CDR), Dental Assisting National Board, Inc.
- Certified Medical Administrative Assistant (CMAA), National Healthcareer Association
- Certified Professional Coder (CPC), American Academy of Professional Coders