

MARY GRACE [REDACTED]

- Diligent and experienced medical receptionist with a strong background in dental insurance verification and customer service
- Highly skilled in efficiently handling patient documentation, scheduling appointments, and maintaining a positive patient reception in a fast-paced environment.
- Proficient in utilizing dental software and systems to accurately verify dental insurance coverage and benefits for patients.
- Exceptional communication and interpersonal skills, ensuring effective and friendly interactions with patients and colleagues.
- Detail-oriented and organized, adept at managing administrative tasks and maintaining office workflow.
- Proven ability to multitask and prioritize responsibilities, ensuring smooth and efficient operations in a busy medical practice.
- Committed to providing excellent customer service, addressing patient inquiries and concerns with professionalism and empathy.
- Demonstrates effective problem-solving and conflict-resolution abilities.
- Stay current on medical terminology and processes to provide correct information and help to patients.
- Worked collaboratively with healthcare professionals and personnel to deliver complete patient care.
- Demonstrates a willingness to learn and work hard.
- NOVEMBER 2020 TOP ACCOUNT EXPERT AND HIPAA CERTIFICATE.

Personal Details

Citizenship: Filipino

Work Experience

DENTAL INSURANCE VERIFIER

VECTOR OUTSOURCING SOLUTIONS PHIL, INC.

February 2022 to December 2023

AS AN INSURANCE VERIFIER, I HANDLE INSURANCE VERIFICATION FOR DENTAL PATIENTS. MY RESPONSIBILITIES INCLUDE CHECKING APPOINTMENTS AT OPEN DENTAL FOR BOTH NEW AND EXISTING PATIENTS, VERIFYING INSURANCE COVERAGE, AND UPLOADING THEIR INSURANCE INFORMATION INTO OPEN DENTAL OR DENTRIX. ADDITIONALLY, I AM RESPONSIBLE FOR DATA ENTRY TASKS.

MEDICAL RECEPTIONIST

BRUNT WORK

February 2002 to May 2023

ANSWERING UP TO 100 CALLS DAILY FROM PATIENTS SEEKING TO SCHEDULE APPOINTMENTS, WHILE ALSO EFFICIENTLY LABELING MEDICAL DOCUMENTS.

PROVIDER SERVICE REPRESENTATIVE

LEGATO HEALTH INC

September 2021 to February 2022

HANDLED OVER 50 CALLS FROM HOSPITAL PROVIDERS REGARDING CLAIMS, ENSURING THAT THEY FILLED OUT THE CORRECT CLAIM OR APPEAL FORMS.

CUSTOMER SERVICE REPRESENTATIVE

TELEPERFORMANCE INC

November 2019 to August 2021

DATE: NOVEMBER 11, 2019 TO AUGUST 24, 2021

HANDLED AND ANSWERED OVER 100 CUSTOMERS' CALLS, PROVIDING PROMOTIONAL INFORMATION, AND BASIC TECHNICAL SUPPORT, AND CONSISTENTLY MAINTAINING EXCEPTIONAL CUSTOMER SATISFACTION SCORES.

CONTRACT TECHNICAL SUPPORT REPRESENTATIVE

WEST CONTRACT SERVICE, INC. / ALORICA

January 2018 to March 2018

HANDLED OVER 50 CALLS FROM CUSTOMERS EXPERIENCING TECHNICAL ISSUES WITH THEIR TVS, AND PROVIDED REMOTE TROUBLESHOOTING ASSISTANCE. ARRANGED FOR ON-SITE TECHNICAL SUPPORT IN THEIR AREA IF THE ISSUE COULD NOT BE RESOLVED OVER THE PHONE.

Education

Bachelor's in Human Resource Management

open university polytechnic university of the philippines - Manila

October 2022 to Present

High school diploma

Camarin High School - Caloocan

June 2011 to March 2015

Skills

- Computer skills
- Time management
- Organisational skills
- Phone etiquette
- Data entry
- Customer service
- Customer support
- Communication skills
- Administrative experience

Awards

2020 November's Top Expert

November 2020

This was given to those Customer service representatives who exceeded the targets for the month.