

Jennifer E. Duran

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OBJECTIVE

To secure a challenging position where my education and experience will provide knowledge and efficiencies to the organization while obtaining growth and development.

EDUCATION AND TRAINING

Old Dominion University

Bachelor of Art in World Languages and Cultures

Minor in Psychology

Projected completion- May 2022

Tidewater Community College, Virginia Beach, VA

Associates of Science Degree with a major in Social Sciences

May- 2016

Ocean Lakes High School, Virginia Beach, VA

High School Diploma

June- 2003

QUALIFICATIONS SUMMARY

- Bilingual in English and Spanish
- Microsoft Office proficiency
- Strong interpersonal and organizational skills
- Dentrix
- Epic System
- Schedule Management
- Dental and Medical Terminology

WORK EXPERIENCE

Affordable Dentures

Front Desk

December 2016-Present; Hours: 40 hours

- Scheduling and confirm office appointments and surgeries.
- Alerting other staff when patients arrived and prepared records for dentist review.
- Working closely with patients before, during and after dental procedures.
- Adeptly managing a multi-line phone system and pleasantly greeted all patients

Sandbridge Family Dental Care

Business Assistant

May 2015 – December 2016; Hours: 40 hours plus

- Scheduled and confirm office appointments and surgeries.
- Alerted other staff when patients arrived and prepared records for dentist review.
- Worked closely with patients before, during and after dental procedures.
- Adeptly managed a multi-line phone system and pleasantly greeted all patients
- Verified patient's eligibility and claims status with insurance agencies.
- Educated patients about proper oral hygiene.
- Maintaining supplies and appearance for the office

Inlet Advanced Dentistry, Virginia Beach, VA

Insurance Coordinator/Front Desk; Hours: 40 hours

November 2013 – April 2015

- Scheduled and confirm office appointments and surgeries.
- Alerted other staff when patients arrived and prepared records for dentist review.
- Worked closely with patients before, during and after dental procedures.
- Adeptly managed a multi-line phone system and pleasantly greeted all patients
- Verified patient's eligibility and claims status with insurance agencies.
- Educated patients about proper oral hygiene.

Sentara HealthCare, Virginia Beach, VA

Admin Associate for Advanced Imaging Center

May 2006 – February 2010; Hours: 40 hours

- Managed schedules for imaging technicians
- Coordinated scheduling of all outpatient procedures, labs, and follow-up clinic appointments ordered by providers
- Monitored patient flow to ensure schedule was maintained
- Provided preparatory instructions to patients
- Coordinated clinic, imaging, and other medical appointments
- Responsible for arranging services calls on department equipment and ordering office supplies
- Pre-registered patients, verified insurance, and processed paperwork

Orthodontic Lab Services, Virginia Beach, VA

Lab Technician

January 1999 – November 2007; Hours: 40 hours

- Produced study models for orthodontists from alginate molds
- Answered phones and maintained employee schedules
- Made deliveries to various orthodontist offices
- Exercised excellent team work