

ELVIRA STEDDUM

Dental Office Manager

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(139) 085-9851

100 Congress Street, Portland, ME 04101



PROFILE

I am a Dental Office Manager with over 5 years of experience. I have experience in all aspects of dental office management, from scheduling and billing to insurance claims and patient relations. I am a highly organized individual who is able to multitask and prioritize effectively. I have excellent communication skills and a strong commitment to customer service.

LINKS

[linkedin.com/in/elvirasteddum](https://www.linkedin.com/in/elvirasteddum)

SKILLS

Dental office management

Dental insurance billing and coding

Patient scheduling and treatment planning

Treatment coordination

Financial record keeping

Accounts receivable/accounts payable experience

QuickBooks

LANGUAGES

English

Portuguese

EMPLOYMENT HISTORY

● Dental Office Manager at Aspen Dental Management, Inc., ME

Mar 2022 - Present

- Hired and trained a team of 4 dental assistants.
- Increased patient satisfaction scores by 10%.
- Reduced office expenses by 15%.
- Implemented new scheduling system that increased efficiency by 20%.
- Negotiated with insurance companies to get better coverage for patients.

● Assistant Dental Office Manager at Bright Now! Dental, ME

Sep 2017 - Feb 2022

- Hired and trained a team of 15 dental assistants.
- Implemented new patient scheduling system that increased office efficiency by 20%.
- Negotiated with insurance companies to get better coverage for patients.
- Created a marketing campaign that brought in 100 new patients within 3 months.
- Organized the office's supplies and inventory, saving the practice \$5,000 per year.

EDUCATION

Associate's Degree in Dental Office Management at Kennebec Valley Community College

Aug 2013 - May 2017

Some skills I've learned are customer service, scheduling, insurance billing, and treatment planning.

CERTIFICATES

Certified Dental Office Manager (CDOM)

Nov 2020

Certified Medical Office Manager (CMOM)

Oct 2019

MEMBERSHIPS

American Dental Association

National Dental Association