

Rosanna Dirr

Dental Office Manager

I am an experienced Dental Office Manager with over 5 years of experience in the field. I have a proven track record of managing dental offices effectively and efficiently. I am skilled in all aspects of dental office management, from scheduling and appointments to insurance billing and collections. I am a motivated self-starter who is able to work independently as well as part of a team. I am extremely organized and detail-oriented, with excellent communication skills both written and oral.

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1234 Elm Street, New York, NY
10001



Education

Associate's Degree in Dental Office Management at Hennepin Technical College

Aug 2013 - May 2017

The skills I've learned while studying Associate's Degree in Dental Office Management are: scheduling appointments, charting treatment, insurance billing, and accounts receivable.

Links

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

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

Employment History

Dental Office Manager at Aspen Dental, MN

Apr 2022 - Present

- Hired and trained a team of 12 dental assistants.
- Negotiated with insurance companies to get higher reimbursement rates for the office.
- Implemented new software that increased efficiency by 30%.
- Reduced overhead costs by 10%.
- Brought in 20 new patients each month through effective marketing campaigns.
- Increased patient satisfaction scores from 75% to 95%.

Assistant Dental Office Manager at Bright Now! Dental, MN

Jul 2017 - Feb 2022

- Successfully managed and operated a dental office with 4 dentists, 10 hygienists, and 24 administrative staff members.
- Increased patient satisfaction scores by 15% over the course of 6 months.
- Decreased number of missed appointments by 20%.
- Successfully implemented new electronic health records system in the office.
- Trained 2 new front desk coordinators on scheduling, insurance verification, and treatment planning procedures.
- Oversaw daily operations of the dental office including but not limited to: staffing, budgeting, marketing initiatives.

Certificates

Certified Dental Office Manager (CDOM)

Mar 2021

Certified Medical Office Manager (CMOM)

May 2019

Memberships

American Dental Association

National Dental Association