

Norman Sharrett

Dental Receptionist

✉ norman.sharrett@gmail.com

☎ (421) 484-8325

📍 Elm Street, Albuquerque, NM 87106

EDUCATION

High School Diploma at Albuquerque High School, Albuquerque, NM

Sep 2016 - May 2021

I've learned how to effectively communicate with others, how to manage my time wisely, and how to think critically.

LINKS

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

SKILLS

Dental software

Dental terminology

Insurance billing

Patient scheduling

Treatment presentation

Financial arrangements

Sterilization procedures

LANGUAGES

English

German

PROFILE

I am a Dental Receptionist with over 1 year of experience. I have excellent customer service skills and work well under pressure. I am also proficient in Microsoft Office Suite and scheduling software. In my previous role, I was responsible for greeting patients, answering phones, scheduling appointments, and verifying insurance benefits. I am looking for a new opportunity where I can use my skills to contribute to the success of a dental practice

EMPLOYMENT HISTORY

● Dental Receptionist at Aspen Dental, NM

Apr 2022 - Present

- Successfully managed a team of 4 dental assistants and 2 front office staff.
- Achieved 97% patient satisfaction rating.
- Increased new patient appointments by 25%.
- Decreased no-show appointments by 15%.
- Implemented new customer service standards that resulted in a 30% decrease in complaints.

● Dental Receptionist II at Dentistry of Albuquerque, NM

Sep 2021 - Feb 2022

- Answered an average of 60 calls per day, providing information and scheduling appointments for patients.
- Acted as a liaison between patients, dental staff, and insurance companies.
- Managed patient records, including updating information and filing charts.
- Collected payments from patients and processed insurance claims.
- Provided support to the dental team by sterilizing equipment and preparing treatment rooms.

CERTIFICATES

Certified Dental Receptionist (CDR)

Jan 2021

Registered Dental Assistant/Receptionist (RDA/RDAEF)

Oct 2019

MEMBERSHIPS

American Dental Association

National Dental Association