BRIANNA HOLLIS

ASSISTANT OFFICE MANAGER

CONTACT

brianna.hollis@email.com
(520) 555-0172
Tucson, AZ
linkedin.com/in/briannahollis

SUMMARY

Assistant office manager with 2 years at a 5-dentist general practice and 2 years of front desk work before that. Verifies benefits for 40+ patients a day, presents treatment estimates in plain terms, trains front desk staff and keeps the total patient experience calm and on time. Uses Dentrix, Excel, Word and Outlook daily.

SKILLS

- Dentrix
- Insurance Verification
- Treatment Plan Estimates
- Patient Scheduling
- Collections
- Excel
- Word
- Outlook
- Microsoft Office
- Customer Service

EDUCATION

Associate of Applied Science
05/2023
Pima Community College
Tucson, AZ
Business Administration

CERTIFICATES

Basic Life Support (BLS) Provider
01/2025
American Heart Association

Microsoft Office Specialist: Excel Associate
09/2023
Microsoft

EXPERIENCE

Assistant Office Manager 06/2024 - Present
Catalina Foothills Dental Group Tucson, AZ
General dental practice with 5 dentists and 3 hygienists.

- Verify insurance benefits for **40+** patients a day and enter coverage details in Dentrix before each visit.
- Present treatment plan estimates and payment options, raising same-day treatment acceptance from 48% to 61%.
- Train and schedule 4 front desk staff, and stepped in as acting office manager for 6 weeks in 2025.
- Collect patient balances and post insurance payments, holding AR over 90 days under 10%.

Dental Receptionist 08/2022 - 05/2024
Rincon Family Dentistry Tucson, AZ
Family dental office with 2 dentists; part-time while finishing an associate degree.

- Checked in 30 to 40 patients a day and handled phones, payments and confirmations.
- Arranged recall visits for 1,500 hygiene patients, keeping 92% of hygiene chairs filled.
- Scanned x-ray releases and patient forms into Dentrix with full accuracy at chart audits.
- Tracked office and clinical supply inventory in Excel and placed orders under a $2,000 monthly budget.