Marcus Holloway

Receptionist

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SKILLS

- Customer Service
- Multi-Line Phone Systems
- Appointment Scheduling
- Insurance Verification
- Data Entry
- Microsoft Office
- Excel
- Word
- Outlook
- Friendly

EDUCATION

Associate of Applied Science

05/2017

Community College of Denver

Denver, CO

Business

SUMMARY

Receptionist with four years at the front desk of a busy dental practice, returning after a career break from 09/2021 to the present as a stay-at-home father of twins. Checked in 60+ patients a day, ran multi-line phone systems and booked appointments while keeping customer service friendly and fast. Comfortable in Microsoft Office.

EXPERIENCE

Full-Time Parent (Career Break)

09/2021 - Present

Career Break — Denver, CO

Home full time with twin toddlers; weekly volunteer shifts at a neighborhood food pantry front desk.

- Staff the pantry front desk one morning a week, signing in **120** families and answering the phone line.
- Coordinate 25 volunteers a month in a shared Excel sheet and send shift reminders through Outlook.
- Direct first-time visitors through intake forms in English and basic Spanish, cutting the morning line to under 10 minutes.
- Resolve walk-in and phone questions about hours and eligibility, logging 40+ contacts a week in the visit tracker.

Receptionist

06/2017 - 08/2021

Cherry Creek Family Dental — Denver, CO

Six-dentist general practice seeing about 70 patients a day.

- Checked in **60+** patients a day, completing insurance verification and updating records before each visit.
- Answered a 6-line phone system and handled appointment scheduling, keeping the no-show rate under 5%.
- Collected copays at checkout and balanced the front desk drawer daily with no shortages in 2020.
- Tracked recall lists in Excel and sent reminder letters from Word, rebooking 300 overdue patients in 2019.