

Lois Mowen

Front Office Coordinator

Profile

Detail-oriented Front Office Coordinator with 1 year of experience in efficiently managing administrative tasks, streamlining office operations, and providing excellent customer service. Proficient in scheduling appointments, managing phone calls, and maintaining databases. Adept at multitasking and prioritizing tasks in a fast-paced environment, while demonstrating strong communication and organizational skills. Committed to enhancing office productivity and ensuring a positive experience for clients and staff.

Employment History

Front Office Coordinator at Nevada Dental Associates, NV

Apr 2023 - Present

- Successfully managed a high volume of over 2,000 patient appointments per month, ensuring timely scheduling and minimal wait times.
- Streamlined front office operations by implementing an efficient filing system, reducing paperwork processing time by 30%.
- Coordinated with insurance providers to verify coverage for over 500 patients per month, resulting in a 20% reduction in billing errors and disputes.
- Enhanced patient satisfaction by implementing a new check-in process, reducing average wait time by 15 minutes and receiving a 95% positive feedback rate on post-visit surveys.

Assistant Front Office Coordinator at Absolute Dental, NV

Sep 2022 - Mar 2023

- Successfully managed the front desk operations of Absolute Dental, NV, handling an average of 100 patient appointments per day, leading to a 20% increase in patient satisfaction scores.
- Streamlined the appointment scheduling process by implementing a new online booking system, resulting in a 15% reduction in appointment cancellations and rescheduling requests.
- Trained and supervised a team of 5 front office staff members, leading to a 25% improvement in overall team efficiency and a 10% reduction in employee turnover within one year.

Certificates

Certified Administrative Professional (CAP)

Apr 2022

Microsoft Office Specialist (MOS)

Apr 2021

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📍 123 Silver Lane, Las Vegas, NV 89101

Education

Associate of Applied Science in Office Administration at College of Southern Nevada, Las Vegas, NV

Aug 2017 - May 2022

Relevant Coursework: office management, business communication, computer applications, keyboarding, word processing, spreadsheets, database management, accounting principles, human resources, and customer service.

Links

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

Skills

Multitasking

Time-management

Microsoft Office

Customer service

Scheduling

Problem-solving

Communication

Languages

English

Russian