\*\*Dana Dennard\*\*

Phone: 818-256-0053 | Email: Denndanadenn@gmail.com

\*\*EXPERIENCE\*\*

\*\*TLC FOR SMILES\*\*

\*Call Center Associate\*

Chatsworth, CA | 2020-2021

- Handled high volume inbound phone support, including payment and insurance verification

- Managed new patient intake from various sources, such as phone calls, website, and third-party ads

- Scheduled and managed medical appointments

- Provided pre and post-operation information

- Maintained Excel call logs and organized panoramic x-ray pictures for digital patient profiles

\*\*CRF SOLUTIONS\*\*

\*Verification Specialist/Notice Department\*

Simi Valley, CA | 2021-2023

- Gathered and updated construction project/development information for lien purposes

- Verified contractor/company information and public/private permit details

- Conducted high volume outbound calls

- Managed data entry and client contact information in ClientView

\*\*TEMPORARY STAFFING\*\*

\*Culinary Staff\*

Los Angeles, CA | August 2017 - October 2021

- Served in various fine dining establishments, including The Langham Huntington, Contemporary Catering, and The Magic Castle

\*\*Ultimate Staffing\*\*

\*Temporary Staff\*

Los Angeles, CA | August 2019 - Current

- Provided temporary staffing support for Mercedes of Calabasas and Exer Urgent Care

\*\*SKILLS\*\*

- High volume phone support customer service

- Data entry and filing

- Proficient in Excel/Microsoft Office

- Medical scheduling

- Information verification

- File to software data entry

\*\*SOFTWARE\*\*

- Weave

- EagleSoft

- ClientView

\*\*EDUCATION\*\*

\*\*Valley College of Medical Career\*\*

2017-2020

\*\*Bellarmine Jefferson High School\*\*

2004-2007

---

Feel free to adjust any details or formatting as needed!