

Jennifer Raper

Bilingual Administrative Professional

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Professional Summary

Dedicated and detail-oriented bilingual dental administrative professional with 10+ years of experience in patient financial coordination, front office management, and insurance processing. Skilled in accounts receivable, insurance claims management, and streamlining front-desk operations. Recognized for improving workflow efficiency, maximizing claim approvals, and enhancing patient satisfaction. Fluent in Spanish, with strong communication, organizational, and problem-solving abilities.

Professional Experience

Success Consultant | Insurance Verification Specialist — eAssist Dental Solutions (Jul 2025 – Present)

- Partner with dental practices to ensure accurate, timely insurance verifications, improving claim approval rates and reducing delays.
- Review patient benefits, eligibility, and coverage to optimize revenue cycle workflows.
- Identify and resolve discrepancies in insurance data by liaising with carriers and office staff.
- Maintain precise documentation in compliance with HIPAA and company policies.

Patient Financial Coordinator — Moser Family & Cosmetic Dentistry | Buda, TX (Jan 2024 – Feb 2025)

- Managed accounts receivable, created payment plans, and oversaw collections to reduce outstanding balances.
- Processed insurance billing, claims, appeals, and reconciliations with a focus on accuracy and compliance.
- Produced and analyzed financial reports to support practice decision-making.
- Streamlined payment processing procedures, improving efficiency and revenue flow.

Front Office Coordinator | Dental Administration — Independent Contractor Services | Austin, TX (Oct 2022 – Jan 2024)

- Coordinated front-office operations for a newly acquired dental office, ensuring smooth patient transition.
- Handled appointment scheduling, patient communication, and insurance verification.
- Submitted, tracked, and appealed insurance claims while monitoring accounts receivable.
- Oversaw payment processing and resolved patient financial inquiries.

Income Maintenance Caseworker — Pasquotank County DSS (Dec 2018 – Jul 2020)

- Determined eligibility for government assistance programs including Medicaid and Food & Nutrition Services.
- Served as a certified Spanish interpreter for applicants.
- Ensured compliance with federal and state regulations.

Junior Office Manager — Premier Dental Arts (May 2015 – Jun 2018)

- Directed daily office operations, including recruitment, training, and staff development.
- Oversaw insurance verification, patient scheduling, and financial reconciliations.
- Introduced administrative policies that improved efficiency and accuracy.

Receptionist & Dental Assistant — Various Dental Offices (May 2010 – May 2015)

- Managed patient scheduling, insurance verifications, and reception duties.
- Assisted chairside with dental procedures and maintained OSHA-compliant sanitation standards.

Education

Associate's Degree, General Education — College of the Albemarle | Elizabeth City, NC | 2019 – 2021

GED — College of the Albemarle | Elizabeth City, NC | 2018

Core Skills

Dental Office & Staff Management, Accounts Receivable & Insurance Processing, Patient Financial Coordination, Insurance Verification, Claims & Appeals, OpenDental, Dentrix, Eaglesoft, Bilingual: English & Spanish, Treatment Planning & Customer Service, Workflow Optimization & Problem-Solving