

Priscilla Ann Zuniga

San Antonio, Texas 78201 | 210-501-5187 | PriscillaZuniga82@gmail.com | [linkedin.com/in/priscilla-zuniga-6478b7a3](https://www.linkedin.com/in/priscilla-zuniga-6478b7a3)

SUMMARY

- Recent Computer Engineering graduate, with over 18 years of billing dental claims and receiving and bringing knowledge in producing, securing, operating and troubleshooting small enterprise networks, electrical fixtures along with solving hardware issues.
- Bilingual administrative professional/office manager with extensive experience in office support functions along with installing and operating printers, scanners, fax machines, PC's, and installing any PC peripherals.
- Keen problem solver with strong troubleshooting and research skills to identify solutions to complex issues; ability to learn new skills, routines, and software applications.

SKILLS

- Troubleshooting
- Customer service
- Desktop/laptop installation
- Windows 10
- One Drive/Teams
- Medical/Dental Terminology
- Hardware/software updates
- Type 55 WPM
- MS Word
- MS Excel
- MS PowerPoint
- MS Azure
- Accurately Recording Vital Signs
- Analytical
- Triage

EDUCATION

Associate of Applied Science in Engineering Technology | DeVry University | Naperville, IL | August 2023

- Relevant coursework: Intro to Digital Devices; Intro to Operating Systems; Intro to Engineering Technology; Intro to Programming; Fundamentals of Information Technology & Networking; Fundamentals of Cloud Computing; Fundamentals of Info Security

WORK EXPERIENCE

Insurance Coordinator | John Covert D.D.S & Associates | San Antonio, TX | February 2025- June 2025 Look over daily schedule that consists of 4-5 Hygiene and 2 doctor schedules. Verify insurance for 55-70 patients daily. Log in to account based insurance websites, input patient information, download and transfer insurance verifications, that are saved into patient e-charts. Look over ledgers and collect any outstanding balances from patients, check out appointments, present treatment plans and any form of financing available, work on Insurance aging reports, answer phones, call and confirming appointments, and any other front desk responsibilities.

Front Office Coordinator | The Kid's Place | Boerne, TX | July 2024- January 2025 Collect any outstanding balances from patients, present treatment plans and offer financing if needed, call patients to schedule for their recall/ checkup appointments, Work on Insurance aging reports, answering phones, calling, and confirming patients, and any other front desk responsibilities.

Front Office | Mr. Dentist | San Antonio, TX | May 2024- June 2024 Collect any outstanding balances from patients, present treatment plans and offer financing if needed, call patients to schedule for their recall/ checkup appointments, Work on Insurance aging reports, answering phones, calling, and confirming patients, and any other front desk responsibilities.

Front Office Administrator | Mason Dental Center | San Antonio, TX | November 2020- March 2024 Verify Insurance, schedule patients, read ledgers and collect any outstanding balances from patients, call patients to schedule for their recall/ checkup appointments, present treatment plans and any form of financing available, work on Insurance aging reports, bill out and work on QTC reports for veteran visits, answering phones, calling and confirming appointments, and any other front desk responsibilities.

Insurance Specialist | Professional Denture Clinic | San Antonio, TX | August 2017 - May 2020

Changing backups of office system weekly. Verify Insurance, billing via electronic software, Using Dentrix software system daily, posting payments to patient accounts, appeal any unpaid or unapproved claims, Work on Insurance aging reports, bill and collect unpaid claims, sending out pre-determinations with appropriate narratives, answering phones, scheduling, calling and confirming patients, emailing CT scans to physicians via encrypted email servers.

Intake Specialist | San Antonio Endodontics | San Antonio, TX | September 2016 - August 2017

Work with TDO Endodontic software, Intercept referrals from Referring Doctor's and Input on to spreadsheet, Call patients to schedule for consultations and/or root canal treatment. Create treatment plans, schedule patients for 2-3 doctors daily, check out patients, post appropriate fees and codes.

Front Office Lead | Garza Dentistry P.L.L.C | San Antonio, TX | February 2011- August 2016

Managing front and back office staff accordingly, managed the day to day schedule, Verify Insurance, billing via electronic software ,Using Dentrix software system daily, treatment planning, post payments to patient accounts ,appeal any unpaid or unapproved claims, send any past due accounts to collection agency ,Work on Insurance aging reports, bill and collect unpaid claims, answering phones, scheduling, calling and confirming patients.