

# Emily S Guerrero

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## Work History

### Communicare Health Centers (Health Services Specialist)

3066 E Commerce, San Antonio Tx 78220. February 22, 2021-November 25, 2021

- Verified dental insurance eligibility and benefits prior to appointments.
- Contacted patients to confirm and schedule appointments efficiently.
- Checked patients in and out, ensuring smooth front-desk operations.
- Collected and processed patient payments accurately.
- Handled high-volume phone calls in a timely and professional manner.
- Provided excellent customer service by addressing and meeting patients' needs.
- Maintained a consistently full and organized appointment schedule.
- Assisted patients in applying for sliding scale rates based on income verification.

### San Antonio Oral and Maxillofacial Surgery Associates, PA (Receptionist / Dental Assistant )

5282 Medical Dr, Suite #316 San Antonio, TX 78229. November 29, 2021- September 29, 2023

- Prepared and presented treatment plans and cost estimates to patients, accommodating individual financial needs.
- Reviewed and interpreted Explanation of Benefits (EOBs).
- Managed patient referrals—both incoming and outgoing—in a timely and organized manner.
- Sent and track medical clearances as requested by the doctor, ensuring prompt receipt.
- Operated office equipment, including fax machines, for communication and documentation purposes.

### Ameritas - Customer Service Representative (Dental & Vision)

5250 Prue Rd Suite 445, San Antonio, TX 78240. February 10th, 2025 - Current

- Delivered exceptional customer service that exceeds expectations and fosters long-term customer loyalty.
- Managed high-volume inbound calls from providers and insured members in a professional, timely manner.
- Verified member eligibility, plan provisions, and claim status for dental and vision insurance plans.
- Accurately document and update member account information in the system.
- Communicate complex plan details clearly and effectively to customers to ensure full understanding of benefits.
- Collaborate with team members and departments to resolve claim issues and provide accurate information.
- Adhere to company service standards, compliance guidelines, and performance metrics.
- Contribute to a positive team environment by maintaining professionalism and promoting customer satisfaction.

## SKILLS

- \*Detail Oriented
- \*Flexible
- \*Adaptability
- \*Great Team Player
- \*Strong verbal and written communication
- \*Accelerated learner
- \*OSHA Trained
- \*Trained in HIPAA Compliance
- \*Efficient under tight deadlines
- \*Excel Beginner/Powerpoint Advanced

## Education

Lee High School- 1400 Jackson Keller Rd, San Antonio, Tx 78213  
(High School Diploma)  
August 26, 2016 -May 28, 2020

Career and Technical Education Center (CTEC) - 3736 Perrin Central Blvd #4. San Antonio Tx 78217

(Dental Assistant Certification)  
August 28, 2019 - May 28, 2020

**Bilingual Speaker**  
English & Spanish