

Jenn Mohammed

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OBJECTIVE

Highly motivated office manager with progressive experience in fast-paced clinical and administrative environments. Proven ability to align daily operations with organizational goals while improving efficiency and workflow. Effective leader with strengths in team training, supervision, and performance support. Skilled in accounts receivable, scheduling coordination, and optimizing both client and staff experiences.

SKILLS

- Office Operations Management
- Scheduling - Multi-Provider, High Volume
- Patient Relations, Customer Service
- Data Entry & Records Management
- Insurance Verification
- Conflict Resolution
- Accounts Receivable & Payment Processing
- Leadership & Staff Supervision
- Workflow Optimization
- Auditing & Claims Review

EXPERIENCE

Imagine Dental Group, San Antonio - *Office Manager*

OCTOBER 2019 - PRESENT

- Supervises, trains, and supports administrative and clinical staff, improving team performance and accountability.
- Maintains organized records and ensures compliance with office policies and procedures.
- Handles accounts receivable, billing, and collections, maintaining consistent cash flow and reducing outstanding balances.
- Oversees daily office operations to ensure efficient workflow, high productivity, and a positive client experience.
- Resolves client concerns and handles sensitive situations with professionalism, improving satisfaction and retention.
- Cultivates positive rapport with fellow employees to boost company morale and promote employee retention
- Audits chart notes, radiographs, and other documentation to prepare for insurance claim filing.
- Uses proper terminology and insurance breakdowns to accurately explain benefits and outline pricing details for procedures and services

EDUCATION

University of Phoenix - *Associate of Arts: Medical Administration*

GRADUATED - MAY 2014

PROFESSIONAL REFERENCES AVAILABLE UPON REQUEST