

Angelina melgoza

Dedicated dental administrative with over four years of experience optimizing dental office operations, coordinating patient care, and managing complex schedules. Currently completing dental hygiene prerequisite coursework while continuing to build strong leadership, communication, and organizational skills. Experienced in Open Dental, Eaglesoft, insurance verification, treatment coordination, and oral surgery coordination, with a passion for creating exceptional patient experiences and supporting a collaborative, growth-oriented practice.



WORK EXPERIENCE

Teacher

BRIGHTER FUTURE

LEARNING CENTER I

JULY 2024 – APRIL 2026

- Managed daily classroom operations while maintaining strong communication with families and staff.
- Balanced multiple priorities in a fast-paced environment requiring organization, patience, and leadership.
- Maintained detailed documentation and ensured a structured, welcoming environment.
- Strengthened communication, conflict resolution, and customer service skills transferable to patient care.

Front Office Assistant Manager

CITY BASE DENTAL CARE I

2021 – 2024

- Directed daily front office operations for a busy dental practice.
- Managed provider schedules to maximize productivity while delivering an exceptional patient experience.
- Coordinated insurance verification, pre-authorizations, billing, and claims processing.
- Educated patients on treatment plans and financial options, increasing treatment acceptance.
- Oversaw scheduling strategies to minimize downtime and improve office efficiency.
- Maintained financial reports and monitored key office performance metrics.
- Supported and trained front office staff while ensuring smooth daily operations.
- Built strong patient relationships through professional, compassionate communication.

CONTACT



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ABILITIES

- Open Dental
- Eaglesoft
- Microsoft Office
- Google Workspace
- Insurance Portals
- Electronic Health Records (EHR)
- Dental Scheduling Systems
- Data Entry

EDUCATION

DENTAL HYGIENE PREREQUISITE
COURSEWORK

NORTHWEST VISTA COLLEGE
2024 – PRESENT

certificates

- CERTIFIED MEDICAL
ADMINISTRATIVE ASSISTANT
(CMAA)
- CPR CERTIFIED
- VALID DRIVER'S LICENSE

Front Desk Receptionist / Oral Surgery Coordinator

SMILEY DENTAL &
ORTHODONTICS | 2020 –
2021

- Coordinated high-volume appointment scheduling using Open Dental.
- Managed oral surgery scheduling, referrals, and specialty treatment coordination.
- Obtained insurance authorizations and verified benefits before treatment.
- Guided patients through surgical treatment plans and appointment preparation.
- Coordinated communication between providers, specialists, and patients.
- Scheduled procedures while maintaining efficient clinical flow.
- Assisted with treatment planning, financial discussions, and patient follow-up.
- Delivered exceptional patient service while maintaining accuracy and attention to detail.

CORE QUALIFICATIONS

Dental Scheduling & Schedule Optimization

Open Dental & Eaglesoft Software

Treatment Coordination

Oral Surgery Coordination

Insurance Verification & Preauthorizations

Patient Relations & Concierge-Level Service

Appointment Flow Management

High-Value Case Scheduling

Case Acceptance Support

Treatment Planning

Billing & Claims Processing

HIPAA Compliance

Team Collaboration

Administrative Operations