

ERIKKA JUAREZ

CONTACT

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- ✉ erikkajuarez97@gmail.com
- 📍 San Antonio, Texas

PROFILE SUMMARY

Experienced dental administrative professional with a comprehensive background in front office operations, patient care coordination, insurance verification, treatment planning support, scheduling, and practice administration. Adept at managing multiple priorities in a fast-paced environment while providing compassionate, patient-centered service. Known for strong organizational skills, attention to detail, and the ability to foster a welcoming experience for patients while supporting an efficient and productive clinical team. Seeking to contribute these skills within a specialty dental practice focused on excellence in patient care.

EDUCATION

2012-2016
THOMAS EDISON HIGH SCHOOL

- Diploma, 2016
- GPA 3.2 / 4.0

2016-2018
SAN ANTONIO COLLEGE

- Coursework in Business
- GPA: 3.4 / 4.0

SKILLS

- Fraud Investigation & Prevention
- Customer Communication
- Risk Assessment
- Research & Analysis
- Data Privacy & Compliance
- Remote Work Proficiency
- Bilingual (English/Spanish)
- Open Dental
- Dentrux

LANGUAGES

- English: Fluent
- Spanish: Fluent

WORK EXPERIENCE

Cedar Springs Dental

Front Office Coordinator

Dec 2025 - Aug 2026

- Manage front office operations for a private dental office, ensuring daily workflow.
- Schedule and coordinate patient appointments. Including registering new patients.
- Verify dental insurance benefits and obtain treatment estimates prior to patient visits.
- Treatment plan and discuss financial options with patients.
- Collect patient payments, process transactions, and balance daily financial reports.
- Answer multi-line phone system, respond to patient inquiries, and coordinate communication between patients and the clinical team.
- Obtain and organize medical histories, consent forms, and required documentations.
- Coordinate referrals, specialist communications, and records requests.
- Manage recalls, appointment confirmations, and patient follow-up to maintain schedule efficiency.
- Support nearly all administrative functions of the practice excluding insurance claims submission.

Wells Fargo

Customer Service Representative

Jan 2025 - Nov 2025

- Provide inbound support for banking customers, assisting with checking, savings, and CD accounts, balance inquiries, claims processing, account maintenance, and CD closures.
- File and manage customer claims, ensuring thorough documentation and timely resolution in compliance with banking regulations.
- Troubleshoot account issues and answer detailed questions regarding balances, transactions, and banking policies to ensure customer clarity and satisfaction.
- Collaborate with internal departments to resolve escalated cases, ensuring smooth workflow and a seamless customer experience.
- Deliver consistently high-quality service while meeting performance metrics and maintaining data privacy standards.



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WORK EXPERIENCE

JP Morgan Chase

Fraud Specialist

April 2022 - Sept 2023

- Investigated suspicious account activity and transactions to detect fraud and protect both the institution and customers.
- Verified transactions with customers and educated them on fraud/scam trends to strengthen their financial security.
- Collaborated with internal teams and external banks to validate account funding sources and resolve discrepancies.
- Multi-tasked across multiple systems while maintaining high-quality customer interaction.

TaskUs

Operations Agent (Crypto Compliance)

Dec 2020 - April 2022

- Conducted detailed background research on cryptocurrency platform applicants, reviewing sensitive documents such as SSNs, driver's licenses, and tax records.
- Identified and escalated suspicious accounts and businesses to compliance and fraud teams.
- Delivered outstanding customer service via email, assisting clients through the application process.
- Trained new hires and led Google Meet sessions on compliance processes, investigation techniques, and job expectations.
- Consistently achieved performance targets while excelling in a remote work environment.

Comfort Dental

Billing & Insurance Verification

Oct 2023 - Present

- Perform thorough insurance verifications to confirm coverage details, deductibles, and co-pays.
- Resolve insurance discrepancies through collaboration with providers and internal teams.
- Maintain strict confidentiality and ensure compliance with regulatory standards.
- Generate reports and documentation to support administrative and billing functions.
- Cross-trained in front desk operations, including scheduling and patient communication.
- I currently work here only when needed and I'm available.