

# Shaquenda Cooper

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## SKILLS

Great attention to detail, wonderful customer service, teamwork, dependable, organized, fast learner, driven, software: Microsoft Office, Open Dental, Dentrix, Fast Attach, DentalXchange, Outlook, Powerpoint

## ASSISTING SKILLS

X Rays: bitewing, PA, FMX, Pano; intra oral imaging, itero scanning, American Heart Association (Heartsaver CPR AED), basic chairside assisting skills, dental insurance (private, medicare, medicaid), dental billing (claims, preauthorizations, posting payments)

## EXPERIENCE

### **Genesis PrimeCare Dental, Texarkana, TX – PSR/Insurance Representative/Billing Specialist**

October 2020 - PRESENT

Here at Genesis I was hired on as a PSR and used my knowledge of insurance to gain another role of insurance representative. From there my role was to

- Check patients in and out
- Schedule recall and future appointments
- Answer phone calls
- Receiving and sending faxes - rather it's to another dentist's office, pharmacy or an insurance company
- Verifying insurance for medicaid

February 2021 I was back assisting. The end of 2021 I secured the billing specialist position, consistently using my knowledge to help the office. Now my job is to

- Verify dental insurance on a day to day basis
- Enter insurance payments
- Write off adjustments
- Work outstanding claims
- Send preauthorizations and enter them when received

### **Lafayette County Dental, Stamps, AR – RDA**