

Education

Gulberg College of Lahore

1998 – 2002

Lahore, Punjab

- Bachelor of Arts in Education
- Bachelor of Arts in Political Science

Cathedral High School

1993 – 1997

Lahore, Punjab

Professional Experience

Scion Dental – Menomonee Falls, Wisconsin

September 2011-present

Review Specialist

- Review and determine authorizations using x-rays
- Implement denial reasons, algorithms
- Assist with commercial authorizations
- Generate letters using the Pend process
- Communicating with the consultants
- Follow-up with provider/member authorizations

Dental Works — Greenfield, Wisconsin

April 2011-Sept 2011

Dental Assistant

- Assist with patient care and surgical procedures including but not limited to root canals, crowns, bridges and extractions.
- Experience in taking panoramic, periapical and bite-wing X-rays.
- Take impressions of patients mouth for ortho, bridges, partials and dentures.
- Conduct patient interviews to elicit registrations information and treatment presentations.
- Develop a rapport with patients, staff, families, and physicians.
- Collect, store and retrieve patient data
- Demonstrate ability to maintain composure and work efficiently while preserving patient confidentiality.

American Dental Group — Milwaukee, Wisconsin

2002 – 2010

Dental Assistant/ Receptionist

Served as a key member of interdisciplinary dental team for a busy family dental office. Assisted two dentists in ensuring optimal patient care and smooth daily functioning of the office.

- Assisted with patient care and surgical procedures including but not limited to root canals, crowns, bridges and extractions.
- Experienced in taking panoramic, periapical and bite-wing X-rays.
- Take impressions of patients mouth for ortho, bridges, partials and dentures.
- Scheduled patient appointments and created support rosters for physicians.
- Conduct patient interviews to elicit registrations information and treatment presentations.
- Develop a rapport with patients, staff, families, and physicians.
- Maintain and order medical supplies.
- Collect, store and retrieve patient data.
- Troubleshoot and resolved problems dealing with patient inquiries and complaints.
- Demonstrate ability to maintain composure and work efficiently while preserving patient confidentiality.

Personal Skills & Services:

- Multi lingual proficiency in English, Hindi, Urdu, Punjabi.
- Presently serving as Board of Directors in Christ Church of Pakistan in USA.
- Voice President of "Women of Peace" in Pakistan. (Humanitarian organization which helps depressed and physically abused women.)