**Breanna Melendez**

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(609)-578-2791

**Work Experience**

**Front Desk The Tooth Doc - Alexandria, VA**

February 2019 to Present

* Greet clients
* Answer multi-line calls
* Having understanding of Dentrix system
* Handling and verifying insurance
* Scanning in documents to update patients' charts
* Manage and update Explanation of Benefits for each patient
* Handle patient personal information
* Send email reminders to patients about appointments
* Batch and send insurance claims
* Processing payments
* Follow up on insurance claims
* Update insurance coverage tables
* Update insurance fee schedules
* Generate monthly and daily goals & collections

**Server/Bartender Thompson Hospitality - Alexandria, VA/Washington, DC**

April 2018 to January 2019

* Greet patrons
* Sitting patrons in dining and bar area
* Create a welcoming environment for guest
* Serve food or beverages to patrons and prepare or serve specialty dishes at tables as required.
* Write patrons' food orders on order slips, memorize orders, or enter orders into Posi for transmittal to kitchen staff.
* Prepare hot, cold, and mixed drinks for patrons.
* Explain how various menu items are prepared, describing ingredients and cooking methods.
* Assist the catering coordinator in doing food drop off
* Set for large catering orders
* Set up for large parties

 **Hostess Yard House - Springfield, VA**

 November 2017 to December 2017

* Greet guest
* Answer multi-line phone calls
* Complete take out orders
* Sitting guests in dining room
* Assist in setting up for large parties
* Keep track of menus
* Assisting in busing tables

**Front Desk/ Host Dave & Buster - Springfield, VA**

October 2016 to November 2017

* Greet guest
* Answer questions about game cards
* Answer and transfer phone calls
* Seat and manage guest dining room space
* Manage four to ten servers within the dining room space
* Assist in bussing and resetting tables
* Give direction to guest to navigate game room floor
* Complete take orders

**Front Desk Associate Planet Fitness - Alexandria, VA**

October 2015 to October 2016

* Greet and check in members
* Answer inquiries for new memberships
* Give tours and presentations for new members
* Assist in expanding new clientele
* Assist in training new employees
* Contact current members for membership reminders
* Maintain membership files for accounts
* Assist in inventory
* Build and maintain a rapport with members
* Assist with organizing packets for new members
* Contact new members with confirmation of new membership information

**Education**

General Studies

Northern Virginia Community College - Alexandria, VA

August 2018 to June 2019

Hightstown High School - Hightstown, NJ

September 2011 to June 2015

**Skills**

Dentrix System, Microsoft Word, Microsoft Excel, Microsoft PowerPoint,Adobe Photoshop, Micros System, Cash handling, Poynt Technology

**References**

Terry Chambers

Springfield Dave & Buster’s - Manager

October 2016 - November 2017

Maria Rosario

Alexandria Tooth Doc - Supervisor

February 2019 - Present