

# Lorraine Cabrera

San Antonio, TX 78223

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Authorized to work in the US for any employer

## Work Experience

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### **Office Manager**

Villa Dental - San Antonio, TX

April 2023 to Present

- Present treatment plans and help educate patients
- Open Dental knowledge
- Collect payment and maintain petty cash log
- A/R reports
- Received EOB's and entered insurance payments accordingly to each accounts
- Insurance claims
- Greeting patients
- Checking out patients
- Insurance verification
- Training new employees
- End of month mail statement
- Create weekly work schedule
- Maintain monthly goals

### **Treatment Coordinator/ Insurance Coordinator**

Stone Oak Pediatric Dentistry - San Antonio, TX

November 2022 to April 2023

- Responsible for scheduling all doctor and hygiene treatment appointments for multiple providers
- Present treatment plans
- Assisted patients with any dental or billing concerns.
- Verified PPO dental insurance (online or by phone)
- Entered new dental plans in the system and updated any existing plans (ex: annual max, percentage coverage and deductible changes)
- Dentrax knowledge
- Collected payment from patients
- Performed front desk duties and checked in patients
- Call to confirm appointments
- Make sure all forms are up to date and see if any patients need updated paperwork
- Communicated daily with hygiene coordinator to insure productive schedule

### **Scheduling Coordinator**

Ferris Orthodontics - San Antonio, TX

July 2021 to August 2022

- Daily telephone and/or email interactions with patients and different dental offices
- Complete end of day reports
- Greet patients
- Assisted in delivering essix/hawley retainers
- Turning over chairs
- Run weekly/monthly reports to manage recall patients
- Daily scheduling of both new and existing patients
- Present treatment plans and financials
- Collect payment

### **Specialty Manager**

LEE DENTAL CENTERS - San Antonio, TX

July 2019 to June 2021

- Manage 4 doctors schedule at a time
- Educate patients
- Scheduling appointments
- Discuss financials with patients
- Pull reports and monthly updates
- Manage 5 employees under the specialty department
- Orthodontics, Endodontics, Oral Surgery, and Periodontics experience
- Maintain monthly goal success
- Handled day-to-day operations
- Set schedules

### **Patient Care Coordinator**

Dr. Molar Family Dentistry - Carlsbad, CA

January 2019 to July 2019

- Greeted patients
- Scheduled patients
- Discussed financials
- verified PPO insurances
- pulled charts for the week and stayed prepared
- Answered phones
- called to confirm appointments

### **Receptionist/Office Manager**

LEE DENTAL CENTERS - San Antonio, TX

June 2016 to December 2018

- Front office
- Greeted patients
- Checked in patients for their appointments
- Answered all patient questions
- Made appointments
- Made copies and scanned documents
- Handled prescription orders
- Maintained office records

- In charged of over 15 employees at once
- Managed 5-7 providers a day
- Managed employe hours and time requests off

## Education

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### **Associate's degree in Business Management**

Palo Alto College - San Antonio, TX

August 2022 to Present

### **High school or equivalent**

Oceanside High School - Oceanside, CA

January 2012 to June 2016

### **High school or equivalent**

## Skills

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- Microsoft Word
- Payroll
- Scheduling
- Word
- Inventory
- Spanish (10+ years)
- Insurance Verification
- Dental Receptionist
- Office Administration
- Front Desk
- Office Management

## Languages

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- En - Fluent
- Spa - Intermediate

## Certifications and Licenses

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### **Driver's License**