

Melisa Prats

👤 Profile

Dedicated Dental Professional with over 23 years of hands-on experience in both front and back office operations. Proficient in digital radiography, Dentrrix, WinOMS, and Eaglesoft. Skilled in patient care, treatment presentation, office management, and clinical assistance in general and surgical procedures. I am committed to providing optimal support to both dentists and patients. I believe a successful dental practice thrives on a positive attitude and teamwork. Looking for a lasting role within a practice I can call home, contributing to both patients and the team.

📁 Employment History

Concierge at Dr. RJ Jackson-Teen Life Coach, Austin

Mar 2025 — Present

- Concierge- Provided orientation and guidance to parents as they progressed through specialized, tailored coaching program designed to improve relationship between clients and their troubled teens.
- Followed up weekly and scheduled clients's sessions using Calendly, ActiveCampaign and JustCall.
- Periodically assessed ongoing needs for both parents and teens for reporting recommendations to the Doctor and his team

Front Office Team Leader/Manager at Balcones Dental, Austin

Aug 2016 — Mar 2025

Front Office Team Leader/Office Manager

May, 2018 - March of 2025

- Oversaw all day-to-day operations, ensuring smooth workflow, efficiency, and a positive patient experience.
- Prepared, analyzed, distributed daily, weekly, and monthly reports to support informed decision-making and track office performance.
- Managed Doctor and hygiene schedules, phone systems, and patient check-in/out.
- Hired and trained new front office staff and ensured compliance with office protocols.
- Presented treatment plans and coordinated patients needs.
- Managed and processed all practice expenses using QuickBooks.

Restorative Team Leader

August 2016 - May 2018

Details

Pflugerville, TX, 78660

United States

713-972-5999

mmbrooks76@gmail.com

Skills

Excellent Multitasking Skills

Patient Care

Teamwork Skills

Advanced Dental Knowledge

Strong Communication Skills

Safety & Sanitation

- Oversaw back office efficiency and ordered supplies.
- Assisted in all phases of clinical care including restorative, Prostodontics, Endodontics, Oral Surgery and Implant placement.
- Managed lab processes including impressions and model trimming.

Registered Dental Assistant at Harrison & Bethke Family and Cosmetic Dentistry, Houston

Nov 2013 — Jul 2015

- Assisted with radiographs and procedures including E4D crowns, veneers, whitening, dentures, rootcanals and extractions.
- Delivered and made bleaching trays/nightguards, dentures and made all necessary adjustments, made temporary bridges, crowns and veneers.
- Maintained clinical notes and managed scheduling using Dentrix.

Register Dental Assistant at West Houston Dental, Houston

Mar 2003 — Nov 2013

- Assisted in general and surgical procedures: Implants, extractions, crowns, bridges and rootcanals.
- Monitored vital signs, sterilized equipment and performed lab work.
- Supported front office operations including scheduling, insurance verification, claims and treatment plan presentation using Dentrix.

Registered Dental Assistant at Dr. Carl Bloom, Houston

Oct 2002 — Mar 2003

- Performed chairside assistance, sterilization, radiographs, and patient education.
- Managed scheduling and patient records with Dentrix.

Education

Dental Assisting Program, National Institute of Technology, Houston

Jan 2002 — Oct 2002

- High Honors

Houston Community College- Nursing prerequisites.

University of Phoenix (2003-2004) Business and Speech.

Certifications

Certified Dental Assistant , Houston

Feb 2002

University of Phoenix, Houston

Business and Speech classes.

References

References available upon request