

Summary

Bilingual and detail-oriented treatment coordinator and office manager with over 7 years of Experience in dental front office operations, insurance verification, and patient relations. Proven ability to manage multiple tasks in fast paced environments while delivering exceptional patient care. Adept in treatment planning insurance breakdowns, office management, and financing options. Fluent in English and Spanish.

Professional Experience

Monarch Dental

San Antonio, TX

Treatment Coordinator/Office Manager

December 2017-March 2025

- Coordinate comprehensive treatment plans for general dentistry and periodontal procedures, enhance patient understanding and acceptance.
- Utilize QSI and Ascend software for scheduling, patient record, and workflow management
- Create detailed insurance breakdowns and educate patients on their financial responsibilities
- Facilitate patient financing applications, increasing treatment acceptance and affordability.
- Submit accurate pre-authorization and read EOB's to streamline insurance process.
- Schedule production calls, contributing to an increase in monthly revenue and treatment completion rates.
- Maintain up to date knowledge of dental terminology and procedures to assist both patients and providers.
- Oversee daily office operations, including staff scheduling, training, and supervision to ensure efficient workflow and excellent patient service.
- Manage office budgets, track expenses.
- Monitor inventory and other dental office supplies to maintain adequate stock levels.
- Resolve patient concerns promptly, fostering a positive office environment and patient loyalty.

Comfort Dental

San Antonio, Texas

July 2016 to December 2017

Treatment Coordinator

- Managed patient check-in and check-out processes, ensuring a smooth and welcoming experience
- Schedule appointments efficiently to maximize provider productivity.
- Verified insurance eligibility and create accurate breakdowns to support treatment planning.
- Worked with EZDental software for patient scheduling and case management

Maverick Lodging / Motel 6

Eagle Pass, Texas

May 2010 to July 2016

MANAGER

- Proficient in MS Word and Excel Software
- Accurate data entry / rate notification for corporate accounts
- Understanding and Resolving Customer Service

Education

Eagle Pass High School / High School Diplomas 2005

Southwest Texas Junior College Nursing 4.0 GPA

Coursework in Maverick Nursing Home as a CNA

Reference

Available upon request