

Vanessa Romero

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Professional Summary:

Natural leader experienced in driving great team success by coaching and motivating team members to increase financial profitability, operational efficiency, and customer satisfaction. Record of performance in a meeting organizational objective. Excellent interpersonal skills, ability to work well with others, in both supervisory and support staff roles.

SKILLS:

- Benefits and compensation
- Management/Interviewing
- Hazardous materials handling
 - Human resources
 - Inbound/outbound calling
- Clerical support/Scheduling patients

WORK HISTORY:

PACIFIC DENTAL | FEB 2020 – CURRENT HEALTHCARE COORDINATOR/SPECIALIST:

- Scheduling patients
- Running payments
- Data entry for patients' personal information
- Multitasking/coordinating schedules between different doctors/hygiene assistants
- Assisting with dental assistants when needed
- Helped with overflow of scheduling
- Discussing with patients the care needed to provide essential services
- Taking control of only Endo Schedules for multiple doctors

DR DENTAL | AUG 2012 – FEB 2019 HR MANAGER/PAYROLL

- Oversaw all HR needs for 6 - 150 employee operation across 9 locations
- Eliminated discrepancies in financial reporting and recordkeeping through accurate preparation and management of monthly budgets.
- Improved project success rates with solid staff coaching, performance monitoring, quality assurance and effective problem resolution
- Assisted senior management with making key decisions by developing and submitting performance and compensation reports with status updated and improvement recommendations.
- Acted as staff member advocate, encouraging and supporting call center and front desk administrator to identify and resolve conflicts.
- Collaborated with management to build and implement effective, modern employment policies.
- Maintained current understanding of state and federal policies such as EEO and ADA

- Oversaw day to day processing of payroll for 150 employees, including review of timesheets and computing pay in accordance with FLSA.
- Pulled internal reports as requested (salaries, bonuses, hours worked)
- Monitored integrity of input into ADP, Proliant and Paychex
- Collaborated with technology programmers to remedy system problems and partnered with HR to ensure timely employee payments.
- Processed various garnishments, including child support, bankruptcies and tax levies.
- Processed gross pay, state and federal taxes withholding, social security, Medicare and other deductions for all employees.

THE SMILE CENTER | FEB 2010 – JUNE 2012 REGISTERED DENTAL ASSISTANT

- Educated patients on dental hygiene, pre-surgical instructions and post-surgical care
- Supported dentists during procedures to restore teeth, assisted with dental fillings permanent and temporary crowns, periodontal and root canals.
- Cleaned and sterilized instruments between patients to protect from infection risks.
- Taught patients successful strategies for boosting oral hygiene, controlling plaque and protecting gums and teeth from damage.
- Documented patients' dental health information, medical history and vital signs
- Took dental images following strict patient protection rules by mentioning risks during pregnancy, etc.
- Scheduled appointments/procedures on Dentrix

CALL CENTER | HEALTHCHECK USA | JAN 2009 – APRIL 2009 CUSTOMER SERVICE REPRESENTATIVE

- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Maintained accurate and current customer account data with manual forms
- Entered customers updated information into system electronically
- Researched issues through identification of similar past problems and recommended most appropriate solution.
- Detailed payment options and transferred customers to billing department for payment or further questions regarding bill

EDUCATION: GEORGE SANCHEZ, 201 MEREDITH DR, SATX 78228

- **High School Diploma August 2006**