

DYLAN MUNGIA

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 830-765-0267

 San Antonio, Texas 78224

SKILLS

- Time management
- Problem solving
- Interpersonal skills
- Organizational skills
- Leadership
- Initiative
- Reliability
- Effective communication
- Flexibility

EDUCATION

The College of HealthCare Professionals
01/2010

Certified Nurses Aid

Champion School of Real Estate
01/2019

Real Estate Agent

Kaplan College
05/2013

Registered Dental Assistant

PROFESSIONAL SUMMARY

Currently looking for an organization where I can apply my knowledge, experience and leadership skills while interacting with patients, dental professionals and staff. Enthusiastic about creating healthy and positive impressions and dedicated to patient services.

WORK HISTORY

Jefferson Dental - General Manager
12/2021 - Current

- Provide day-to-day leadership to multi-specialty dental practice (12-15 staff members); Partner with Regional Manager to execute business objectives and provide insights on local execution.
- Provide clinical oversight to all team members and hold staff accountable for accomplishing their daily duties, following company policies and procedures.
- Partner with Recruiting team to identify, select, and hire high performing candidates.
- Conduct audits of patient schedules; quality of data entry and patient information; consistency of patient consultations and financial presentations; internal referral process; and supply orders and utilization.
- Serve as liaison between doctors/providers and staff regarding work assignments and clinical priorities.
- Create and manage weekly team member schedules and labor costs.

Camelot Dental - General Manager
06/2013 - 11/2021

- Plan and manage dental business operations to ensure excellent patient support services. Oversee daily office activities and provide direction and guidance to staff as needed.
- Resolve patient issues in accordance with company policies and procedures, healthcare regulations and dental board standards.
- Organize and present payment schedules with patients.
- Ensure smooth check-in and checkout of all guests through properly handling guest accounts.
- Developing strong patient relations by providing the highest level of customer service.
- Answering incoming calls and responding to approximately 100 patient's inquiries daily.
- Verifying patients' insurance, from Private PPO, HMO and Medicaid.
- Four handed dentistry, charting proper treatment plan, checking vitals, entering proper medical history. X-rays, tray set up, sterilization.