

Casandra T. Irizarry
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Qualifications:

- Over five years of retail service, including money handling & product restocking
- Over three years of credit card/credit use collection experience
- Ample experience working in teams & working with others through customer service & guest relations.
- Military Background - Have worked with many different people & have adapted to a variety of places through extensive traveling while being an Army child & a former Army spouse
- Experienced in Microsoft Office programs such as Word, Excel, Power Point & Teams/Skype.
- Typing speed of at least 70 wpm
- Experience in social media avenues to promote & bring awareness to social causes.
- Received training at Sea World, Target & Home Depot regarding the handling, transferring & security of large amounts of money
- Over six years of call center experience, receiving in-bound and & out-bound customer phone calls.
- Over seven years of data entry experience, creating & updating customer/patient files
- Well versed in CPT & ICD-10 medical & billing codes
- Well versed in ADA Dental Codes
- Registered Dental Assistant with the State of Texas
- CPR Certified through BLS Providers
- Open Dental Software Experience
- 3 years of orthodontic assistant experience
- 3 years of Treatment Coordinator experience
- Lead RDA over seeing multiple travel locations, maintaining & ordering supplies
- Up to date on HIPPA Privacy & Security Compliance Training
- Up to date on OSHA Biohazard Waste Training
- Up to date on OSHA Annual Bloodborne Pathogens Training

Education:

- 2009 High School graduate of Southwest High School in San Antonio, TX
- Successfully completed 20 credit hours of undergraduate study towards Early Childhood Education
- Received money-handling & customer service training while employed with Sea World, Home Depot, Target, QVC, Chase, Conns & Aetna/CVS Health.
- Received Loss Prevention Training while employed with Sea World, Home Depot & Target.
- Completed UT Health Dental Assistant Registration and Examination Course

Employment:

July 2024 – Current

MB2 Dental Group (San Antonio, Tx)

As a current member of a Travel Orthodontic Dental Assistant team, I am tasked with driving to multiple dental office locations, as far as Seguin, Lockhart, San Marcos, San Antonio & Pleasanton. I can adapt to working in each location & sharing the office & supplies with other dental assistants when we were treating patients. I am proficient in dental codes, ortho procedures & shorthand terms. Calling patients back to treatment rooms in a timely manner & explaining procedures is one of my top priorities; to ensure they are free of any anxiety & understand the purpose of the appointment. I am proficient in braces adjustments, bracket placement, Invisalign scanning for & fitting aligners & bonding attachments, delivering appliances such as Rapid Palatal Expanders (RPE) & Distalizers, debonding brackets & attachments, fabricating different types of retainers. I can verify insurance for multiple plans, present patients and/or guardians treatment plans & thoroughly explain coverage & benefits for a

better understanding & a comfortable patient experience. I feel comfortable answering any questions & addressing concerns anyone may have or doing research to get a better understanding & clarity. I help maintain supplies & update any inventory that needs to be ordered to help prevent any delay in patient care.

July 2022 – June 2024

Tots to Teens (Lytle, TX)

As a member of the Travel Orthodontic Dental Assistant team, I was assigned to work in many different offices & with different Orthodontist. I would work in offices as far north as Cibolo & as far south as Pleasanton. Working in different office settings helped me to adapt to the different ways each doctor performed; learning tools & supply preferences for each doctor was beneficial to obtaining the knowledge of different ways to perform different tasks. I am proficient in ortho adjustments, bonding of brackets & multiple appliance deliveries. I am trained in iTero scanning for Invisalign/Spark & Hawley retainers. I can make impressions for essix retainers & fully fabricate them to fit individual patients. I can explain what each procedure is being done to both patients & family members to help ease any anxiety & questions that may occur. I have experience with ordering from many different vendors to maintain orthodontic & office supplies for multiple offices & multiple Doctors. I can ensure that the Doctors, Dental Assistants & patients have what they need to make sure the day runs smoothly & there is no delay in treatments for any patients. I am also a trained Treatment Coordinator/Insurance Verifier. I have confidence in presenting the benefits of receiving orthodontic treatment to both patients & parents/guardians. I can successfully present a treatment plan & a breakdown of the financials for orthodontic treatments. I can explain the benefits of different orthodontic appliances & the functions they perform so they are no unanswered questions for patients & family members. I can navigate through many different insurance companies' portals & retrieve benefit information to complete an insurance rundown to accurately present a treatment plan. I can enter treatment plans & create payment schedules for new & current orthodontic patients.

October 2020 - October 2021

Aetna/CVS Health (San Antonio, Tx)

As an Inbound Queue Associate with Aetna, I was assigned to the precertification department, working with dedicated units, to determine if medical tests or surgeries required review & preauthorization with a clinical team. I was tasked with building cases if procedures or tests did require review. I gather basic clinical information including procedural & diagnosis codes, location of procedure: whether it be in a specialized clinic or hospital & all doctors & nurses assigned to the case. I was also able to adjust cases if needed, such as changing procedure or diagnosis codes, location of procedure or doctors assigned to the case for Aetna insurance members. In some instances, I was empowered to approve some procedures & tests without needing nurse or medical director approval. Patient security was a top priority, with following HIPPA Laws & making sure to verify members by requesting last four of SSN, DOB or home address & medical staff by requesting NPI/TIN numbers & address of medical office or hospital before releasing any sensitive details to callers. I can navigate through multiple screens & applications in order to do my job accurately & proficiently.

November 2019 - August 2020

Conns Home Plus (San Antonio, Tx)

As a personal/installment loan collection specialist I received in-bound & made out-bound calls for charged off accounts. I was tasked with partnering with account holders to form plans to help pay off loans. Plans included settlement options, month-to-month payments & full balance pay offs. I was empowered to offer settlement options based off previous terms before a charge off status & life of loan. I processed payments through a webpay system using check by phone & credit/debit cards. Most account holders were experiencing a financial hardship so working with them to find a solution that best fit their budget was top priority. I assisted in the close out and updating process for credit reporting of accounts that were paid off within in 30-45 business days. If any accounts had payment issues, I was there to assist locate missing payments & send a help ticket to the offline team to apply

a payment to the correct account. I was able to update/remove phone numbers & addresses associated to accounts.

June 2018 - October 2019

JP Morgan Chase Bank (San Antonio, Tx)

As a Credit Card Collections Specialist II, I made out-bound & received In-bound calls from Chase Credit Card members with accounts in an up-to-date or past due status. I handled personal, business, unique portfolio, foreign language & credit use accounts in a pre-charge off status. I processed payments for card members with a check by phone method, using a web bases payment system. I was empowered to process applications for members who were unable to make a payment due to financial hardship to secure a payment plan within their budget. By collaborating with members, I was able to find a solution that fit their personal needs. I updated personal information on accounts such as but not limited to address, emails & phone numbers. I collected attorney & bankruptcy information to refer members to the correct department for further assistance.