

ERICA GOMEZ

ADMINISTRATIVE ASSISTANT

CONTACT

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PROFILE

With more than 26 years of experience in dental administration, I offer demonstrated proficiency in office management, patient care, and operational optimization. I am dedicated to fostering well-organized, efficient work environments that promote team productivity and exceptional patient satisfaction.

TECH SKILL

SOFTWARE PROFICIENCY

- Eaglesoft
- Microsoft Office
- Merchant Services
- Trans World Systems
- NEA
- ERA
- Windows OMS
- Opera DDS
- Recall Max
- Abella
- Focus Ortho

LANGUAGES

- English fluent
- Spanish fluent

WORK EXPERIENCE

Orthodontic Coordinator/Insurance Coordinator

River Rock Dental 2017- present
AUSTIN TX

- Insurance Coordinator: Verify patient insurance for multiple providers
- Create and input employer/employee information
- Process all electronic claims and attachments
- Follow up with insurance on open claims
- Orthodontic Coordinator: Discuss treatment plan and contracts with patients.
- Detail-oriented experience managing patient data and maintaining HIPAA-compliant practices across all administrative functions
- Schedule production services: Run reports, manage and discuss schedules with the orthodontics team

Implant Coordinator

Austin Oral and Maxillofacial Surgery 2015-2017
AUSTIN TX

Coordination tasks and responsibilities included but not limited to

- Ordered parts required for surgery
- Maintained inventory and updated surgical kits when needed
- Coordinated parts to be delivered to general dentists for the restoration process
- Maintained professional and direct relationships with implant representatives and all referring dentists
- Treatment Plan Coordination - Informed patients of proposed treatments plans as well as any financial payment options and or deposit policies
- Extensive knowledge with Care Credit and other credit programs

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SKILLS

- Patient scheduling
- Dental Insurance Processing
- Customer Service
- Records Management
- Office Administration
- Dental Terminology
- Dental Insurance Coding
- Time Management
- Team Collaboration
- Problem Solving
- Event Coordination
- Organizational Skills

REFERENCES

Divya Shetty DDS - Dental Smiles

📞 512-467-9955

✉️ divyahetty11@hotmail.com

Ali Jahanbin DDS - Future Dental

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Veronica Diaz Algarin Lead, OS Office

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Melissa Z. Manager, OS Office

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WORK EXPERIENCE

Office Manager

Dental Smiles
AUSTIN TX

2007-2015

Business office responsibilities included but not limited to

- Managed and maintained collections within the office
- Gained experience with Trans World Systems, Abella and similar services
- Entered insurance checks for several providers
- Leveraged Fast Attach with NEA/ERA technology to maximize insurance reimbursements and expedite claim processing
- Processed and reconciled insurance payments for multiple providers, maintaining accurate financial records

Marketing responsibilities included but not limited to

- Utilized current software such as Smile Reminders/Solution Reach to contact patients and market specials in the office
- Set up holiday reminders, arranged and implemented marketing techniques such as basket giveaways and office games
- Scheduled and facilitated referral meet and greets

Office Manager

Future Dental
AUSTIN TX

1999-2007

Front office responsibilities included but not limited to

- Managed front desk operations, providing excellent customer service to patients and ensuring a smooth clinic flow
- Managed a high-volume, multi-line phone system and appointment scheduling to maximize provider productivity and minimize patient wait times
- Executed accurate insurance verification and data entry, ensuring seamless patient check-in/check-out processes and meticulous chart preparation