



Laura G. Espinoza

Operations

Contact

210-388-2037

514 Carriage House
Spring Branch, TX 78070

www.linkedin.com/in/lauragoperations

Skills

- Project Management
- Service Excellence
- Profit & Loss
- Time Management
- Leadership & Team Management
- Effective Communication
- Financial Management
- Strategic Planning & Operations

Education

- University of Texas -Business Management 2013-2015
- Concorde College Registered Dental Assistant 2012

About Me

Proven expertise in directing regional operations, ensuring full compliance with healthcare regulations, company policies, and industry best practices. Skilled in developing and executing strategies that improve scheduling efficiency, case acceptance, referral management, and patient experience while consistently exceeding production and collection goals.

A collaborative leader with a strong track record of recruiting, training, and mentoring office managers, providers, and support team members. Adept at performance management, coaching, and corrective action planning to cultivate accountability and continuous improvement. Known for creating a leadership culture that emphasizes patient care, operational consistency, and sustainable growth.

Experience

Specialty Regional Manager | DECA Dental Group May 2024-Present

- Managed and motivated teams across multiple regions, ensuring alignment with company goals and program objectives.
- Developed and implemented standardized procedures across locations, promoting consistency and operational efficiency.
- Oversaw regional budgets for 24 practices, including forecasting and financial reporting, to ensure profitability.
- Analyzed regional performance metrics and leveraged data-driven insights to maximize revenue and minimize waste.

Director of Operations | AEBB Properties March 2020- May 2025

- Evaluated progress of renovations and prepared detailed reports to ensure projects stayed on schedule and met quality standards.
- Tracked and managed budgets, monitoring expenses to optimize financial performance and cost control.
- Oversaw payroll processing, recruitment, hiring, and employee training and development initiatives.
- Managed Human Resources functions, as well as Accounts Receivable and Accounts Payable operations.

Operations Manager | T2TPD Dental Group March 2017-March 2020

- Developed, trained, and supervised multi-practice teams, fostering employee growth and engagement.
- Managed office operations across multiple locations to ensure efficiency, productivity, and consistent performance.
- Recruited, selected, oriented, and trained staff to maintain a high-performing multi-practice workforce.
- Oversaw multi-practice Human Resources functions, payroll, and implementation of new policies.
- Surpassed monthly production goals consistently, driving revenue growth and operational success.

Regional Manager | M&M Orthodontics February 2016-October 2017

- Successfully introduced and integrated general dentistry into a specialty orthodontic practice, expanding service offerings and driving patient retention and revenue growth.
- Drove expansion strategies by identifying market opportunities, optimizing scheduling, and enhancing patient experience to grow new and existing service lines.
- Implemented systems and workflows to streamline cross-specialty integration, resulting in improved efficiency, patient satisfaction, and overall practice performance.
- Increased practice revenue by expanding patient base, reducing referral leakage, and creating an in-house comprehensive care model.