

83 Ridgmar Rd
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Lori Toungate

Motivated Professional looking for a full time position where I can utilize my skills in office Management and Dental Billing. Proficient in all areas of Dentistry and front desk

EXPERIENCE

Grace Dental, Leander, TX - *office manager*

February 2018 - PRESENT

- Greet, check-in and check-out Patients, process payments, answer multi-line phone, schedule appointments
- Insurance verification, filing claims
- Keeping track and improving upon office KPIs
- Supervising and training staff
- Implementation and enforcement of office policies
- Organizing and conducting staff meetings
- Accounts Recivables-following up on outstanding claims, patient billing

Omni Dental Group- *lead dental assistant*

June 2012 - August 2018

- Assisted dentist with multiple procedures
- Sterilization and setup of procedure rooms
- Inventory and ordering supplies
- Training new staff

Walmart, Georgetown TX- *Customer Service Manager*

June 2005 - June 2012

- Manage Front End Team
- Auditing registers
- Training of new staff
- Respond to customer questions or complaints

EDUCATION

Austin Dental Careers – *technical school*

April 2012 - June 2012, Cedar Park, TX

Wilmington University- Currently pursuing Bachelor's in Accounting and Finance