

Sunni Surette

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Professional Summary

Seeking a long term position where my experience and leadership skills will contribute to the future growth of the practice. My ability to multi-task and communicate, along with a whatever-it-takes attitude will make me a strong contributor to your team.

- Seasoned professional whose honesty and integrity provide for optimal business relationships
- Highly adaptable, positive and multitasking employee
- Productive worker with solid work ethic
- Dependable, responsible, committed to excellence and success
- Energetic performer consistently cited for upbeat disposition and positive attitude
- Conscientious go-getter who is highly organizes, dedicated and committed
- Confident and hard-working
- Highly motivated self-starter
- Eager to meet challenges

Work Synopsis:

Work Experience

Treatment Coordinator

Broberg Family Dental-Austin, TX

November 2022 to November 2024

Handled front desk duties, presented and scheduled treatment for success to meet monthly goals while placing patient care as a priority.

Dental Office Manager

Austin Dental Specialty Group-Austin, TX

February 2021 to October 2022

Manage the front office by controlling the schedules for daily production and collection goals, follow up on insurance claims for denials and lost/unpaid claims. Help the doctors with lab invoicing, and follow ups. Lead contact for our VA patients.

Scheduler/Receptionist

Evans Dermatology-Kyle, TX

October 2015 to April 2020

Handle scheduling for three busy offices via phone and online scheduling. Patient check in and completion and updating of all demographics and insurance. Collect payment, manage recalls and support flow of clinic and office.

Key Staff

Texas State University Student Health Center

January 2015 to October 2015

Administrative Assistant, Human Resource and Credentialing Assistant

Assist with human resources processes including job postings, screening applications and applicants, new hire process (onboarding) and conducting new employee orientations. Assist with credentialing of providers with insurances and hospitals. Maintain employee information in national databases and responsible for tracking and monitoring employee and facility licenses, certifications and ensures mandatory training compliance. Maintain provider CAQH profiles.

Treatment & Hygiene Coordinator, Social Media

Neo Dentistry-Kyle, TX

December 2011 to March 2014

Prepare and present treatment plans, maintain hygiene schedule and reactivate recall patients, and verified dental insurance. Internal/external marketing to patients, externally marketed the Oral Surgery portion of practice to local dentists. Opened practice and credentialed the two doctors with 5 major insurance carriers and several other small carriers. Monitored the staff and facility licenses.

Insurance & Scheduling Coordinator

Dr. Michael Dillingham, Austin Orthodontics-Austin, TX

November 2007 to December 2008

Responsible for all Insurance and Accounts Receivable, as well as scheduling-to-goal. Maintained established credentialing status for practice with major insurances.

Department Assistant, Diabetes Education Center

Seton Healthcare Network-Austin, TX

November 2005 to November 2007

Responsible to schedule education requested by physician, maintain patient charts, administrative and office duties as assigned.

Human Resources Staffing Coordinator

All About Staffing-Austin, TX

August 2002 to September 2005

Credentialed all new hires and monitored licenses and mandatory training, led orientation of new hires, payroll. Placed nurses in temporary positions.

Education

Psychology and Anthropology (Associate)

Austin Community College-Austin, TX

1999 to 2002

General and Psychology (Associate)

Texas Christian University-Fort Worth, TX

1990 to 1992

Skills

- Human Resources
- Medical Office Experience
- Data Entry
- Office Administration

- Dental receptionist
- Attention to detail
- Medical Coding
- Employee Orientation
- Orthodontics
- Computer literacy
- Microsoft Office, Internet, Social Media, Office equipment, multi tasking, writing, proofing, math, verbal communication, logical thinking
- Databases
- Medical Scheduling
- Time management
- Triage
- Medical Billing
- Clerical experience
- Experience with children
- Office Management
- Medical Terminology
- Dental terminology
- Accounts Receivable
- Insurance verification
- Medical Records
- EMR Systems
- Google Suite
- Patient interaction
- Patient Care
- Administrative experience
- HIPAA
- ICD-10
- Microsoft Outlook

Additional Information

Having me on your team will allow for a positive addition. I strive to excel in my daily tasks and act respectfully towards all those I encounter while on the job.