



# Lauren Lafuente Santos

## DENTAL MANAGER

Dedicated and bilingual dental professional with over 8 years of experience in dental assisting, office management, and patient care. Skilled in orthodontics, oral surgery, and general dentistry operations with a strong focus on providing high-quality care and creating a positive patient experience. Proactive and detail-oriented with proven ability to manage scheduling, staff coordination, and daily office operations. Strong communication and leadership skills with a background in training, supporting, and motivating dental teams. Reliable, self-motivated, and committed to maintaining compliance with HIPAA, OSHA, and safety standards.

## CONTACT



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## SKILLS

- Dental Assisting & Chairside Support
- Orthodontics & Oral Surgery
- Patient Care & Scheduling
- Office Management & Team Leadership
- Treatment Planning & Financial Arrangements
- Problem Solving & Conflict Resolution
- HIPAA & OSHA Compliance
- Bilingual: English & Spanish

## EDUCATION

- Paul Mitchell - current
- Dental Assistant School / Brightwood College - 2017-2018
- McCollum High School - 2014

## EXPERIENCE

### Front Office / Treatment Coordinator — Present

Efficient and detail-oriented dental front office professional with expertise in patient coordination, insurance, and financial management.

- Manage patient check-in/check-out, scheduling, and payment collection with accuracy and professionalism.
- Verify insurance benefits and present treatment plans clearly to ensure understanding and case acceptance.
- Maintain accurate patient records while supporting clinical staff for smooth daily operations.
- Provide exceptional customer service, ensuring each patient feels valued and informed.

### Orthodontic & Oral Surgery Manager — 3C Dental / Community Dental Partners | 2023 – June 2025

Oversaw orthodontic and oral surgery operations to ensure quality care and efficient workflow.

- Managed staff scheduling, team coordination, and daily patient flow for optimal efficiency.
- Recruited, trained, and mentored staff to uphold company standards and compliance.
- Ensured adherence to HIPAA, OSHA, and corporate protocols.
- Resolved patient concerns with professionalism, maintaining positive patient-practice relationships.

### Practice Manager — Cano Dental | 2022 – 2023

Directed all administrative and operational aspects of a high-volume dental practice.

- Supervised staff performance, workflow efficiency, and scheduling for seamless operations.
- Presented treatment plans and financial options to build patient understanding and trust.
- Maintained compliance with all hygiene, safety, and facility standards.
- Strengthened patient retention through communication, consistency, and excellent service delivery.

### Office Manager — 3C Dental Group / Shaenfield Smiles, Marbach Smiles | 2019 – 2022

Managed multi-location office operations, ensuring productivity and strong patient satisfaction.

- Oversaw scheduling, payroll, and performance management for clinical and front office teams.
- Increased office efficiency and patient flow through process improvements.
- Supported marketing and referral programs to expand patient base and strengthen community presence.
- Coordinated insurance verification, treatment planning, and patient communication with precision.

### Lead Dental Assistant — 3C Dental Group / Shaenfield Smiles | 2018 – 2019

Provided chairside assistance and supported the opening of a new dental practice.

- Assisted in general, orthodontic, and oral surgery procedures with a focus on accuracy and care.
- Supported office setup, supply management, and workflow implementation for a new location.
- Educated patients on oral health, post-op care, and treatment understanding.
- Recognized for reliability, teamwork, and delivering patient-centered care.