



Juanita Rodriguez

Contact

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[Bold Profile](#)

Skills

- Microsoft Excel
- Management
- Leadership
- Customer service
- Supervising experience
- Problem-solving
- Team leadership
- Operations management
- Operations monitoring
- Operational efficiency
- Decision-making
- Employee relations and conflict resolution
- Planning and

What makes me unique in my work ethic is a relentless focus on consistency, accountability, and results. I don't depend on motivation—I depend on discipline. I show up every day ready to execute, whether the task is exciting or routine. I take full ownership of my responsibilities, learn quickly, and adapt even faster. When challenges arise, I don't wait for direction—I troubleshoot, problem-solve, and deliver solutions. My priority is outcomes, not “busyness,” and I hold myself to the standard of getting things done right the first time. As a detail-oriented and patient-driven healthcare professional, I bring the ability to adapt in evolving environments while remaining committed to personal and organizational growth. I approach every task with pride, whether it's high-profile or behind the scenes, because quality always matters. I'm an outstanding team player, devoted to exceeding organizational goals, delivering exceptional patient care, and providing excellent customer service. I thrive in creating and implementing protocols that ensure smooth, efficient operations.

Work Experience

2023-07 -

Operations Manager

2025-06

Planet Smiles, Austin, TX

- Overseeing the day-to-day operations of a dental practice, including managing patient appointments, staff scheduling, financial transactions, insurance billing, patient records, compliance with regulations, and maintaining a positive patient experience, essentially acting as the leader of the front office team and ensuring a smooth practice workflow.
- Staff Management:
 - Hiring, training, and supervising front office staff
 - Creating and managing staff schedules
 - Conducting performance evaluations and addressing staff issues
 - Delegating tasks and ensuring team coordination
- Patient Management:
 - Scheduling appointments and managing patient flow
 - Checking patients in and out, verifying insurance information
 - Presenting treatment plans and explaining costs to patients &

implementation

- Staff training
- Staff management
- Inventory management
- Policies and procedures implementation
- Performance monitoring
- Employee motivation

Languages

- Spanish - Expert

- Handling patient concerns and complaints
- Collecting payments and managing accounts receivable
- Financial Management:
- Processing insurance claims and following up on outstanding claims
- Managing office budget and expenses
- Generating financial reports and analyzing practice performance
- Monitoring collections and managing patient accounts
- Administrative Tasks:
- Maintaining patient records
- Answering phone calls
- HIPAA compliance
- Updating office policies and procedures
- Ordering office supplies and managing inventory
- Coordinating with dental professionals and specialists
- Managing marketing and promotional activities
- Compliance and Regulations:
- Staying updated on dental practice regulations and legal requirements
- Ensuring adherence to OSHA and HIPAA standards
- Managing required documentation and reporting

2023-04 -
2024-07

Traveling Orthodontic Treatment Coordinator

Lonestar Pediatric Dental and Braces, Austin, TX

- Patient consultation-Meeting with new patients to gather medical history, conduct initial assessments, and present treatment options clearly
- Treatment plan presentation-Explaining the recommended treatment plan to patients, including details about procedures, duration, costs, and potential benefits.
- Financial discussions-Discussing payment plans, insurance benefits, and financing options with patients
- Appointment scheduling-Coordinating patient appointments based on treatment needs and the orthodontist's availability

- Patient communication-Maintaining consistent communication with patients regarding appointments, treatment updates, and any necessary follow-up
- Treatment coordination-Managing patient flow throughout the treatment process, ensuring timely presentation and follow-up appointments
- Insurance verification-Checking insurance eligibility and benefits for patients. Both private and Medicaid
- Record keeping-Maintaining accurate patient records including treatment plans, progress notes, and financial information in their chart
- Customer service-Addressing patient concerns, providing support, and ensuring a positive patient experience.

2010-02 -
2023-04

Dental Consultant

Virtuouz Dental Consultants, Austin,Tx

1. Patient Consultation & Education

- Meet with patients to review treatment options recommended by the dentist.
- Explain procedures, expected outcomes, risks, and benefits in patient-friendly language.
- Provide cost estimates and explain financial options (insurance coverage, payment plans, third-party financing).

2. Treatment Presentation & Case Acceptance

- Present treatment plans in a professional and compassionate manner.
- Help patients understand the value and importance of dental care to increase case acceptance.
- Address patient concerns, objections, or fears about treatment.

3. Insurance & Financial Coordination

- Verify insurance benefits and coverage.
- Assist patients in understanding how much their insurance will cover and what their out-of-pocket costs will be.
- Guide patients through financing options when needed.

4. Scheduling & Follow-Up

- Coordinate treatment appointments to ensure

efficiency.

- Follow up with patients who have pending treatment plans to encourage scheduling.
- Track unscheduled treatment and maintain active communication with patients.

5. Collaboration with the Dental Team

- Work closely with dentists, hygienists, and office staff to ensure treatment plans are accurate and feasible.
- Communicate patient concerns or financial limitations to the dentist for alternative solutions.
- Support office production goals by ensuring a smooth patient flow and treatment acceptance.

6. Administrative & Reporting Duties

- Maintain accurate records of consultations, financial discussions, and patient decisions.
- Track key performance indicators (KPIs) such as case acceptance rates and revenue from presented treatment.
- Contribute to office growth by identifying opportunities to improve consultation processes.

2004-08 -
2010-02

Dental Operations Manager

Lake Austin Family Dental, Austin, TX

- Overseeing the day-to-day operations of a dental practice, including managing patient appointments, staff scheduling, financial transactions, insurance billing, patient records, compliance with regulations, and maintaining a positive patient experience, essentially acting as the leader of the front office team and ensuring a smooth practice workflow.
- Staff Management:
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 - Creating and managing staff schedules
 - Conducting performance evaluations and addressing staff issues
 - Delegating tasks and ensuring team coordination
- Patient Management:
 - Scheduling appointments and managing patient flow
 - Checking patients in and out, verifying insurance information
 - Presenting treatment plans and explaining costs to

- patients &
- Handling patient concerns and complaints
- Collecting payments and managing accounts receivable
- Financial Management:
- Processing insurance claims and following up on outstanding claims
- Managing office budget and expenses
- Generating financial reports and analyzing practice performance
- Monitoring collections and managing patient accounts
- Administrative Tasks:
- Maintaining patient records and ensuring
- HIPAA compliance
- Updating office policies and procedures
- Ordering office supplies and managing inventory
- Coordinating with dental professionals and specialists
- Managing marketing and promotional activities
- Compliance and Regulations:
- Staying updated on dental practice regulations and legal requirements
- Ensuring adherence to OSHA and HIPAA standards
- Managing required documentation and reporting

Education

2006-03

GED

University of Texas At Austin - Austin, TX

Additional Information

- Excellent communication skills: Clearly explaining complex dental procedures to patients in an understandable manner.
- Sales and persuasion skills: Effectively presenting treatment options and addressing patient concerns to gain their trust.
- Dental knowledge: Understanding orthodontic

terminology, procedures, and treatment protocols.

- Financial literacy: Ability to discuss treatment costs and payment plans with patients.
- Organizational skills: Managing a busy schedule and coordinating patient appointments efficiently.
- Empathy and patience: Providing a supportive and understanding environment for patients.