



BAILEY BREWER

Austin, TX | Cell: 512-534-8045 | Email:
Baileylyn21@gmail.com

PROFESSIONAL SUMMARY:

Detail oriented and highly organized Office Manager with 9+ years of experience leading daily operations in fast paced, multi-doctor dental practices. Proven expertise in administration, financial management, billing/insurance processes, and patient scheduling, with a strong focus on delivering operational excellence and outstanding patient experiences. Skilled in team leadership, staff development, and policy implementation, with a track record of improving office efficiency, reducing errors, and streamlining workflows. Adept at leveraging dental software systems and reporting tools to manage KPIs, ensure compliance with industry regulations, and support practice growth. Recognized as a trusted partner to providers and executives, aligning day to day operations with long term business goals.

SKILLS:

Operational Leadership & Strategy Revenue Cycle Management (RCM)
Compliance & Risk Management (OSHA, HIPAA, Abide)
KPI Reporting & Financial Analysis HR: Hiring, Onboarding, Retention
Vendor & Contract Negotiation
Dental Software Proficiency (e.g., Dentrix, Eaglesoft, Open Dental, Carestack, Dentrix Ascend)

EXPERIENCE:

Office Manager (Toothbar)
January 2024 - Present

- Directed daily operations of a \$3 million multi-doctor dental practice, overseeing scheduling, staffing, payroll, and financial workflows to ensure operational efficiency and revenue optimization.
- Drove financial performance by managing deposits, patient refunds, AR follow-ups, and RCM processes, consistently reducing AR days outstanding and improving collections-to-production ratio.

- Optimized staffing and HR operations through strategic scheduling, hiring, onboarding, and performance reviews; reduced turnover by 65% and improved employee engagement scores.
- Led KPI-driven reporting on production, collections, hygiene performance, and unearned income; delivered actionable insights to GPS Dental Partners and executive leadership.
- Oversaw compliance and risk management, ensuring 100% adherence to OSHA, HIPAA, I-9, and Abide requirements; streamlined documentation audits to reduce errors and liability.
- Enhanced vendor and partner relations, negotiating with suppliers (Patterson, Henry Schein, etc.) and coordinating with GPS leadership to align practice performance with growth targets.
- Championed process improvements, identifying recurring operational issues and implementing new systems that improved scheduling accuracy, reduced insurance denials by 70%, and cut operational bottlenecks.
- Strengthened practice culture by leading team meetings, recognition programs, and cross-department collaboration, resulting in higher employee retention and improved patient satisfaction scores.

Practice Coordinator (River Place Dental)

May 2022- December 2023

- Oversaw and streamlined daily office operations to ensure seamless patient and staff workflow.
- Developed and optimized internal office procedures, improving overall efficiency and consistency.
- Designed and maintained staff schedules to balance patient demand and team productivity.
- Monitored and managed office budget, ensuring cost control and resource allocation.
- Cultivated strong employee relations to promote collaboration and a positive work culture.
- Partnered with leadership to achieve monthly, quarterly, and annual practice performance goals.

Office Manager (Kyle Dental and Braces)

August 2021- May 2022

- Directed day-to-day operations of the practice, ensuring efficient patient flow and seamless office functionality.
- Assigned and supervised staff responsibilities to maximize productivity and maintain high service standards.
- Managed patient and employee relations, proactively resolving concerns to support retention and satisfaction.
- Led practice marketing initiatives, creating and managing social media content that increased patient engagement and brand visibility.
- Facilitated monthly cross-location meetings to align teams, share best practices, and drive company-wide goals.

Patient Care Coordinator (Andrew Dow DMD, MSD)

January 2020- July 2021

Greeted and assisted patients in person and over the phone.
Managed appointment scheduling and patient records.
Verified insurance information and handled billing inquiries.
Assisted in coordinating patient care between the dental team.

Assistant Office Manager (Oakmont Family Dental)

September 2018- December 2019

Lead administrative duties such as filing, mailing, and patient file creation as needed.

Oversee the duties of daily office operations, supervise front office staff, and direct meetings.

Greet patients warmly, help them fill out forms, and advise them of office policies and patient care procedures.

Schedule, cancel, and reschedule patient appointments and make reminder phone calls.

Prepare patient charts and daily schedules for the dentist, hygienists, dental assistants, and dental team members.

Update dental charts and patient electronic records with x-rays, treatment plans, and financial/ insurance information.

Insurance Coordinator (Portland Modern Dentistry)

August 2017- August 2018

Handling all accounts receivable from insurance companies, as well as patients.

Process thorough insurance verifications.

Billing and following up on dental claims.

Sending patient monthly statements.

Following up on delinquent accounts.

Setting up payment plans/processing them monthly.

File insurance claims forms for completed dental care, determine billing codes, and follow up with dental insurance companies.

Patient Care Coordinator (Lury LaCour, DDS)

May 2016 - August 2017

Greeting patients as they arrive and answering the phones.

Scheduling and canceling patient appointments.

Dental Charting and Treatment Planning.

Managing office inventory and supplies.

Communicating with dental supply vendors.

- Office duties include document filing, scanning, and creation.

EDUCATION:

Western Governors University — *Pursuing Bachelor's Degree in Human Resources*

March 2025 - Present

Portland Community College — *Pursued Bachelor's Degree in Dental Hygiene*

September 2018 - January 2020