

Stephanie R. Infante, RDA #121272

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VISION

Dynamic, empathetic, and detail-driven orthodontic professional with comprehensive experience in every operational role within an orthodontic practice; clinical assisting, treatment coordination, insurance/financial coordination, and full front-office management. Known for strengthening office efficiency, elevating patient experience, and supporting clinical and administrative teams to achieve practice goals.

EDUCATION

Trapezio Academy - Office Managers, Insurance Coordinators and Financial Coordinators Certificates earned
The College of Health Care Professions - Dental Assisting Program Graduated April 2021
Texas A&M University - School of Veterinary Medicine & Biomedical Sciences 60 Credit Hours Completed December 2019
W. Charles Akins High School- STEM Biomedical Sciences Program Graduated June 2017

CORE COMPETENCIES

- Orthodontic Assisting • Treatment Coordination • Financial Coordination • Insurance Verification & Claims
- Patient Intake & Scheduling • Customer Service Excellence • Payroll & HR Support • Office Policy Implementation • Social Media Management • Patient Education • Invisalign & Braces Knowledge • Photo records & Radiographs • Itero Scans
- Inventory Management • Conflict Resolution • OSHA/HIPAA Compliance • Leadership & Staff Training • Coronal Polishing

PROFESSIONAL EXPERIENCE

Orthodontic Practice Manager Freedom Orthodontics

April 2023-current

- Oversee all day-to-day clinical and administrative operations for a high-volume orthodontic practice while serving as the primary liaison between doctor, staff, vendors, and patients. Manage and support every role within the office to ensure seamless workflow, policy compliance, and exceptional patient care.
 - Direct daily patient flow, scheduling efficiency, and workflow optimization across all departments
 - Ensure OSHA and HIPAA compliance; maintain a safe, organized, and audit-ready environment
 - Lead front office, clinical, and administrative teams; provide coverage and support in any role as needed
 - Develop, implement, and enforce SOP's and patient status protocols
 - Resolve patient and parent concerns with professionalism, empathy, and discretion
 - Manage vendor relationships, IT coordination, software systems, hardware, and troubleshooting
 - Oversee payroll submission, staff bonuses, benefits administration, and more
 - Manage financial operations including payment posting, reconciliations, EOD/EOM processes, and ledger accuracy
 - Monitor and reduce outstanding patient balances and insurance claims
 - Present treatment plans, review financial options, and guide patients through orthodontic care
 - Manage insurance verification, claims submission, appeals, credentialing, and payer updates
 - Track office analytics, KPIs, and performance goals; report insights to the owner/doctor
 - Recruit, hire, onboard, and train clinical and administrative team members
 - Lead ongoing staff training, meetings, scheduling, and professional development initiatives
 - Manage social media, advertising updates, community sponsorships, contests, and patient appreciation events
 - Build and maintain referral relationships with dental offices
 - Assist chairside as needed, including records, radiographs, bonding, and wire changes
 - Coordinate all lab submissions, patient transfers, and records processing

Traveling Orthodontic Dental Assistant
MB2 Dental

October 2021- April 2023

- Showcasing attention to detail while completing and assisting with daily responsibilities such as:
 - Creating orthodontic contracts, taking payments, referencing insurance, and tracking ledgers
 - Answering phones, and scheduling patients with regard to the schedule and monthly consult goals
 - Clearly communicating patient needs and concerns with the Orthodontist before meeting with patients
 - Educating patients and parents on orthodontic treatment recommendations and proper oral health care with orthodontic appliances
 - Placing brackets, Invisalign attachments, cementing orthodontic appliances, and archwire changes
 - Charting, iTero scans, intraoral photos, radiographs, and fabricating retainers
 - Performing all end-of-day duties, such as closing outpatient accounts, overseeing the completion of records and notes in patient charts, coordinating with Invisalign software, and submitting lab cases

Pediatric Dental Assistant

Little Hippos Pediatric Dentistry and Little Giggles Pediatric Dentistry

March 2021- October 2021

- Fulfilled and assisted with day-to-day tasks such as:
 - Maintaining a clean, sterile, and positive environment optimizing patient comfort and safety
 - Greeting patients while obtaining necessary vitals
 - Updating and preserving patient records
 - Effectively practicing four-handed dentistry while assisting during examinations and restorative treatments
 - Gaining experience in fluoride and sealant applications, coronal polishing, and more
 - Successfully communicating with team members and sustaining productivity

Senior Leasing Consultant

Westwood Residential & Taylor Land Two LLC

March 2019-March 2020

- Concluded day-to-day office duties such as:
 - Traveling to different properties and mentoring leasing consultants while auditing their work
 - Creating all legal lease contracts, renewals, lease violation notifications
 - Providing accurate information and giving tours for apartment availability and prices
 - Supervised maintenance team members for proper and timely completion of work orders
 - In-depth filing, organizing, and auditing of online and physical files

References Available Upon Request