

Valeria Gutierrez

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Professional Summary:

I am seeking to secure a challenging and rewarding position with growth opportunities while using my 15 years of experience in Practice Management.

Work Experience:

Office/Operations Manager- Complete Dental Studio-Boerne, TX August 2021 to Present

- Managed daily office operations, including all front office duties, scheduling appointments, collecting payments, deposits, check-in, check-out, Insurance verifications, faxing, Weave text messaging, pending treatment calls, coordinating meetings, and handling correspondence, assist in financing options, treatment coordinating for the Periodontist, Orthodontist, and General Dentist
- Developed and implemented efficient filing systems to improve document organization and retrieval
- Oversaw inventory management, ensuring adequate supply levels while minimizing waste and reducing costs
- HR responsibilities-maintained confidential employee records, ensuring compliance with privacy regulations, hire, fire, and get temporary employees as needed, employee relations
- Assisted in the recruitment process by screening resumes, conducting initial interviews, and coordinating candidate assessments
- Prepared reports on office expenses, budget variances, and operational performance
- Collaborated with IT department to troubleshoot hardware/software issues and ensure smooth functioning of office equipment and dental equipment

- Negotiated contracts with vendors for office supplies/services to secure cost-effective solutions without compromising quality or service levels
- Provided training to new employees on company policies/procedures as well as proper use of office equipment/software tools
- Managed relationships with external stakeholders such as clients, suppliers/vendors, contractors/ subcontractors in a professional manner
- Led a team of administrative staff members in achieving departmental goals through effective delegation of tasks
- Managed the office budget, tracking expenses and identifying areas for cost-saving measures
- Implemented new onboarding procedures that reduced training time while maintaining high quality standards
- Coordinated logistics for company events, including venue selection, catering arrangements, and guest accommodations
- Manage Internal Marketing- Patient Experience
- Handle all payroll and compliance
- Manage AP/AR

OM2 - Office Manager- 2 Locations MB2 Dental Solutions -July 2017 to May 2021

- Managing all day-to-day operations for two locations, training, budgets, marketing, treatment coordinating, maintaining compliance and upkeep of office.
- Handle all front office duties for both locations
- Handling employee relations and patient relations. Setting up monthly team meetings and quarterly team meetings. Accounts receivables, Accounts payable, claims, and maintaining daily and monthly production and collections for two locations
- Traveling to both locations: training and providing guidance and leadership as well as encouraging growth as a regional operations manager
- Travel to Austin for Monthly Manager Meetings

Office Manager MB2 Dental Solutions- January 2016 to July 2017

- Managing all day-to-day operations, training, budgets, marketing

- Manage all front office duties
- Treatment coordinating
- Maintaining compliance and upkeep of office.
- Handling employee relations and patient relations. Setting up monthly team meetings and quarterly team meetings.
- Accounts receivables, Accounts payable, claims, and maintaining daily and monthly production and collections.
- Traveling to Austin for Monthly Manager Meetings

Office Manager/ Treatment Coordinator- M&M Orthodontics- July 2013 to January 2016

- Office Manager for two locations. Traveling to both locations every other day, to open offices for the doctor and employees
- Assist with front desk duties, reports, contracts, treatment coordinating, financial quotes, collections
- Monthly meetings, training,
- Insurance verifications, marketing, budgets and employee relations

Front Desk Administrator -M&M Orthodontics- May 2012 to March 2013

- All front office duties
- Answer multi-line phones, Check-In, Check-Out, Scheduling, filing, pending treatment calls
- Insurance verifications, setting up consultations, and manager duties.

Administrative Assistant/ Accounting -FS Facility Services -May 2011 to May 2012

- Answer phones, GPS tracking for 4 drivers, reports, collections
- AP/AR
- Quick books, spreadsheets
- Bookkeeping, scheduling appointments for new cleaning, marketing, and administrative duties.

Call Flow Technician- (Temp Agency)- Rackspace February 2010 to February 2011

- Answer calls, Customer Service
- Technical Support and Billing

Work Study for Business Information Solutions Department- St. Philip's College

January 2008 to February 2010

- Answering Phones, Filing, Data Entry, Excel 07, Word 07, Power Point 07, and Access 07 projects.
- Work directly with the Chair of the Business Department.
- Set up meetings, grade papers, organize advisory meetings, student surveys, incoming and outgoing mail delivery
- Assist all Business Faculty when needed, research for testing
- ordering supplies

Receptionist/Customer Service –Michael’s Naturopathic Programs-March 2005 to

August 2007

- Answering phones, handling over 40 sales reps orders, car stock allowance and shipping problems.
- Training customer service reps. Creating and provisioning invoices for two companies
- Communicating with warehouse to ensure accurate shipping times
- Used Excel and Word 03'

Receptionist / Administrative Assistant- Renhill Staffing July 2004 to January 2005

- Answering 7 phone lines, Payroll for 60 employees, Warehouse inventory
- New-hire packets and setting interviews
- Ordering for office and warehouse
- Review applications, drug testing verification, filling, data entry, Excel, Word
- Photoshop

Receptionist/Admin Clerk -Renhill Staffing April 2004 to July 2004

- Answering 15 phone lines, Customer service, data entry, Filing

Provisioning Analyst- West Corporation/ AT&T April 1999 to April 2004

- Phones, Customer Service, data entry, training, spreadsheets.

Cashier/ Customer Service- J C Penny's Department Store January 1995 to January 1996

- Customer Service, Cashier, Stocker, Money handling.

Education:

- Associates of Applied Science in Applied Science St. Philip's College 1997

Skills:

- Bi-lingual(Spanish/English) • Power Point 2007 • AP/AR • Customer Service Skills
- QuickBooks • Spanish • Supervising Experience • Team Player • Leadership • Call center experience • Excellent in Excel 2007 • Excellent in Word 2007 • 50 WPM • Outlook 2007 • 10 key by touch • multi-line phone systems • treatment coordinating • dental front office experience • great communication skills • Office Manager and Dental Practice Manager