

# Brandi Lizette Morrell

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## Education

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- **University of Texas at San Antonio** Graduated May 2018  
Bachelors of Science, *Major in Biology* Overall GPA:  
3.59
- **University of Texas Pan-American/ University of Texas at the Rio Grande Valley** Fall 2014-  
Spring 2016
- **Mercedes High School** Graduated June 2014

## Work Experience

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**Zam Dental and Happy Ohana Smiles** San Antonio, TX  
**RDA/Clinical Leader/ Executive Assistant**  
Feb 2022 – Current(Zam Dental)  
Sep 2022 - **Permanently Closed Sep 2024**(Happy Ohana Smiles)

### Executive Assistant Duties:

- Managed full-cycle employee onboarding, HR documentation, recruiting, interviewing, hiring, and terminations
- Designed and implemented structured training programs for new hires to ensure efficient integration and performance readiness
- Created and managed weekly staff schedules while balancing provider availability, PTO requests, and patient demand
- Opened and closed patient schedules based on doctor productivity goals and operational needs
- Approved or denied PTO requests to maintain optimal staffing coverage and revenue flow
- Processed bi-weekly payroll using QuickBooks/Gusto including overtime pay, holiday pay, and other employee compensation with 100% accuracy and compliance
- Managed owner's calendar, email correspondence, meetings, travel, and executive priorities
- Coordinated travel logistics including flights, hotels, and professional events; managed itineraries through TripIt

- Directed accounts payable functions, optimizing cash flow through strategic use of manual and automated payment systems
- Tracked and ensured timely renewal of professional licenses, continuing education (CE) credits, and memberships
- Scheduled and facilitated monthly, quarterly, and State of the Company staff meetings
- Generated and analyzed quarterly provider performance reports to monitor production and identify growth opportunities
- Conducted detailed lab invoice reconciliation to ensure billing accuracy and control costs
- Developed and executed social media content strategies to increase patient engagement and brand visibility
- Created patient before-and-after case presentations and new patient slideshow materials
- Drafted and mailed new patient letters; tracked monthly new patient metrics and managed Google reviews
- Planned and organized team celebrations, recognition events, and dental holiday promotions to strengthen office culture

#### Clinic Leader Duties:

- Managed supply ordering and inventory control for three clinic locations
- Received and verified incoming shipments to ensure accuracy and proper stock levels
- Coordinated and scheduled equipment repairs and vendor services across all clinics
- Directed daily floor operations, managing patient flow to maintain efficiency and on-time scheduling
- Conducted regular employee check-ins to support performance and engagement
- Organized vendor-sponsored Lunch & Learns for ongoing team education
- Oversaw weekly and monthly facility maintenance protocols
- Maintained compliance with radiology regulations and equipment requirements
- Performed biannual first aid kit inspections and compliance checks
- Coordinated annual maintenance for curing lights, amalgam systems, water filters, compressors, and PowerVac units
- Monitored and maintained AED batteries and pads to ensure emergency readiness

#### Dental Assistant Duties:

- Greeted and checked in patients; scheduled appointments and managed recall lists
- Processed payments (credit card/NADA) and presented treatment plans as needed
- Answered phones, confirmed appointments, and coordinated lab case pickups and deliveries

- Collected patient vitals, obtained consents, and updated medical histories (medications, allergies, conditions)
- Prepared patients and operatories for procedures; maintained strict sterilization and autoclave protocols
- Assisted dentist chairside across implants, oral surgery, crowns, resins, sealants, orthodontics, and full-mouth rehabilitation cases
- Took and processed diagnostic imaging (PANO, FMX, PA, BWX, CBCT)
- Electronically placed implants using EZ-Dent software
- Provided orthodontic support including consults, records, deliveries, adjustments, removals (braces & Invisalign), spacers, and expanders
- ITero scan trained; submitted Invisalign cases and managed digital workflows
- Completed full in-house lab workflow from alginate impressions and model fabrication to final production of Glidewell-milled crowns, Essix retainers, and soft nightguards
- Educated patients on proper oral hygiene and preventative care
- Performed chairside ZOOM whitening treatments to enhance patient cosmetic outcomes
- Completed detailed clinical notes and ensured accurate documentation after each appointment
- Maintained inventory, restocked operatories, and supported overall clinical efficiency

**DeZavala Family Dental**

San Antonio, TX

**Registered Dental Assistant/ Ortho Assistant**

January 2021 – Feb 2022

- Checked in patients, recorded vitals, updated medical histories, and prepared patients for treatments and procedures
- Processed payments, scheduled appointments, managed recalls, and maintained patient flow to optimize office efficiency
- Assisted dentists chairside, handling instruments, using air/water/suction, and setting up operatories for procedures
- Sterilized and autoclaved instruments, restocked rooms, and maintained clinical supplies and dental maintenance policies
- Took diagnostic imaging (PANO, FMX, PA, BWX) and emailed X-rays to patients or providers as needed
- Educated patients on oral hygiene and delivered preventative care including polishing and applying fluoride varnish
- Provided orthodontic support: records, adjustments, start/stops, and monthly visits
- Recorded, created, and presented treatment plans

- Submitted detailed clinical notes after appointments
- Coordinated lab cases, verified incoming lab work, and maintained communication with vendors
- Answered phones, confirmed appointments, and checked mail to support smooth office operations
- Proficient in Open Dental and Tiger View X-ray software

### **Nautical Dental and Braces**

San Antonio, TX

#### **Registered Dental Assistant (Hygiene)**

February 2020 – March 2020

- Take patient vitals
- Prepare patient for treatments and procedures
- Sterilize and Autoclave Dental Instruments
- Set out specific dental instruments for each room
- Assist the dentist by handing them desired instruments during procedures
- Use air and water and suction hoses properly
- Instruct patients on proper dental hygiene
- Take desired x-rays of the mouth (PANO,FMX, PA, BWX)
- Polish and applying fluoride varnish on teeth
- Schedule patients appointments
- Record and create treatment plans
- Report and submit clinical note of patient after finished appointment
- Restock rooms along with hygiene bags
- Clean dental traps and suction
- Proficient in Open Dental Software

### **Comfort Dental Stone Oak**

San Antonio, TX

#### **Registered Dental Assistant**

March 2019 – December 2019

- Collected patient vitals, prepared operatories, and set up instruments for procedures
- Assisted dentists chairside, managing instruments, air/water/suction, and procedure workflow
- Sterilized and autoclaved dental instruments to maintain strict infection control standards
- Educated patients on oral hygiene and provided preventative care, including polishing and fluoride varnish application
- Captured diagnostic X-rays (FMX, PA, BWX) and ensured accurate record-keeping
- Scheduled patient appointments and created, recorded, and presented treatment plans

### **Front Desk:**

- Checked in patients, verified insurance eligibility, and updated medical and dental histories
- Answered phones, confirmed appointments, and managed recall lists to optimize patient flow
- Coordinated lab case pickups with FedEx and checked in incoming lab work
- Prepared and sent X-rays to patients or providers as needed
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- Organized office materials and maintained overall workflow efficiency
- Proficient in Dentrix software for scheduling, records, and patient management

### **Achievements/ Awards**

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- UTRGV Dean's List Spring 2016
- UTSA Honor Roll Fall 2016
- UTSA Honor Roll Spring 2017
- UTSA Dean's List Spring 2018
- UTSA Grant- Undergraduate
- Graduated with Cum Laude Honors from UTSA
- Registered Dental Assistant in the State of Texas

### **Leadership Roles**

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- 2022- Current: Executive Assistant for Dr. Melody Zamora
- 2022- Current: Clinic Lead for Zam Dental and Happy Ohana Smiles
- Conducted an Independent Research Study testing the effects of green leaf volatiles on insect elicitor and mechanical wounding growth responses - Spring 2018
- Taught small groups of elementary kids that are assigned to us the proper technique to brushing teeth and allowing them to participate hands on using dirty egg, toothbrush and toothpaste – 2016 to 2018
- Successfully organized, set up a meeting and put together a Women's Soccer Intramural Team at UTRGV 2015
- Head coach for high school volleyball girls 2015 summer league
- Head coach for high school volleyball girls 2014 summer league

### **Special Skills**

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- Proficient in Open Dental Software
- Proficient in QuickBooks Payroll
- Proficient in Gusto Payroll

- Proficient in EZDent-I
- Proficient in XVWeb
- Proficient in TripIt
- Proficient in Google Calendar
- Proficient in Microsoft Programs
  - Word
  - PowerPoint
  - Excel
  - Outlook
- Great multitasker and organizer
- Strong technical skills
- Highly effective communicator
- Skilled in resolving complex issues
- Excellent at managing time and priorities
- Proven leadership abilities
- Committed to customer satisfaction
- Results Oriented
- Accountable
- Fast learned with proven ability to master new processes independently
- Collaborates effectively with others