

Brandi Lizette Morrell

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Education

- **University of Texas at San Antonio** Graduated May 2018
Bachelors of Science, Major in Biology Overall GPA: 3.59
- **Mercedes High School** Graduated June 2014

Work Experience

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)

Registered 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

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

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

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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

Organized office materials and maintained overall workflow efficiency
Proficient in Dentrix software for scheduling, records, and patient management

Achievements/ Awards

- 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

- 2022- Current: Clinic Lead for Zam Dental
- 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

- Proficient in Open Dental Software
- Proficient in QuickBooks Payroll
- Proficient in Gusto Payroll
- Proficient in EZDent-I
- Proficient in XVWeb
- Proficient in Triplt
- 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 learner with proven ability to master new processes independently
- Collaborates effectively with others