



Kaysha Warren

Objective

Dedicated and compassionate Treatment Coordinator and Expanded Functions Dental Assistant (EFDA) with over 10 years of experience in dental assisting, patient care, and front office administration. Skilled in treatment plan presentation, insurance verification, patient scheduling, and clinical chairside assisting. Proven ability to educate patients on treatment options, coordinate care, and ensure a positive patient experience while maintaining efficient office operations. Strong communication, organizational, and problem-solving skills with a commitment to delivering exceptional patient-centered care.

Skills & Abilities

- Data Entry
- Record Management
- Database Maintenance
- Eaglesoft and Dentrix software
- Documentation
- HIPAA Compliance
- Information Management
- Administrative Support
- Organization

Experience

GATEWAY DENTAL AND IMPLANT CENTER – LEAD DENTAL ASSISTANT | 2025–PRESENT

- Maintain accurate clinical documentation and records.
- Support quality assurance and compliance requirements.
- Communicate treatment plans and financial information to patients.
- Support patient satisfaction through effective communication and care coordination.
- Train staff and maintain efficient workflow processes.

BAY CREEK DENTAL CARE – BUSINESS ASSISTANT | 2024–2025

- Coordinate patient treatment plans and explain recommended procedures, benefits, and financial arrangements.
- Verify dental insurance benefits and obtain pre-authorizations for treatment.
- Schedule patient appointments and manage daily front office operations.
- Serve as the primary point of contact for patients regarding treatment questions and concerns.
- Accurately maintain patient records, treatment notes, and billing information.
- Collaborate with dentists and clinical staff to ensure seamless patient care and treatment completion.
- Follow up with patients regarding pending treatment and recall appointments.

GRAYSON DENTAL ASSOCIATES – DENTAL ASSISTANT/BUSINESS ASSISTANT | 2021–2024

- Assisted dentists chairside during restorative, surgical, and preventive procedures under EFDA certification.
- Presented treatment plans and educated patients on recommended procedures and oral health needs.
- Processed insurance claims and verified benefits to ensure accurate patient estimates.
- Coordinated patient scheduling and managed communications regarding appointments and treatment.
- Trained new administrative staff on office procedures and patient management systems.

SMITH DENTAL CARE – BUSINESS ASSISTANT/DENTAL ASSISTANT | 2017–2021

- Performed dual clinical and administrative responsibilities in a fast-paced dental practice.
- Prepared treatment rooms, sterilized instruments, and assisted during dental procedures.
- Took and record patient medical histories, charted treatment, and updated records.
- Processed payments, insurance submissions, and account follow-ups.
- Managed office inventory and ordered clinical and administrative supplies.
- Delivered exceptional customer service and built positive relationships with patients.

Education

Athens State University – Athens, AL
Bachelor of Science in Public Health, July 2026

Albany Technical College – Albany, GA
Associate of Applied Science in Education, 2015

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