

# Zahira Cortes

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## Professional Summary

Friendly Orthodontic Treatment Coordinator with 8 years of experience consistently delivering quality dental care to patients. Orderly when recording patient information for braces and clear aligners. Known for retaining customers and easing anxiety through positive customer interactions. Team-focused with commitment to providing exceptional care to all patients.

## Accomplishments

- Supervised team of twelve members.
- Radiographs Technician
- Lab Technician
- Clinical Technician
- Administrative Coordinator

## Skills

- Dental chairside assisting
- Operational improvement
- Problem resolution
- Patient data gathering

- Dental office administration
- Process improvement
- Project organization

## Work History

**Office Manager/Orthodontic Treatment Coordinator**, 05/2018 to Current

**Full Smile Dental**– San Antonio, TX

Explained treatment procedures and instructed patients on home care guidelines. Typed patient data into computer system using Tops/Cloud9 while following privacy laws and maintaining high level of accuracy.

Assisted with orthodontic appliances, braces and clear aligner procedures. Scheduled appointments for new and existing patients, factoring in provider availability and scheduling loads.

Assisted with capturing and analyzing social media metrics.

Performed market analysis and created unique and engaging content for a range of social media platforms including TikTok, FaceBook and Instagram.

Collaborated with team members to help expand marketing channels.

Oversaw office inventory activities by ordering and requisitions and stocking and shipment

receiving.

Maintained a complete database of all files, contacts and project materials.

Planned and executed internal and external events.

Planned marketing initiatives and leveraged referral network to promote business development.

Managed office operations while scheduling appointments for department managers.

Coached new hires on company processes while managing employees to achieve maximum production.

Managed budgets, appointment scheduling, employee and event itineraries and accounts to improve productivity initiatives.

### **Front Desk Receptionist, 02/2018 to 05/2018**

#### **University Of Texas At San Antonio – San Antonio, TX**

Collected room deposits, fees, and payments.

Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.

Maintained files and records by implementing effective filing systems that boosted efficiency and organization.

Confirmed important personal and payment information for compliance with security and payment card industry standards.

Entered and updated sensitive customer information during check-ins and room changes. Completed data entry and filing to keep records updated for easy retrieval.

Confirmed appointments, communicated with clients, and updated client records.

Resolved customer problems and complaints.

Welcomed customers with friendly greeting, answered general questions, gathered the nature of visit and directed to specific offices.

Managed over 50 customer calls per day

Managed over 100 patients' schedules between Orthodontics and Pediatrics departments.

Sales Representative 05/2016-07/2017

Bank of America

### **Certifications**

Registered Dental Assistant 2022

First Aid/CPR Certified

OSHA Certified

HIPPA Certified