

SHANNON CARSON

REGISTERED DENTAL ASSISTANT & OFFICE MANAGEMENT

CONTACT

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LICENSING

- Texas State Board of Dental Examiners License#4256 - Registered Dental Assistant and Nitrous Oxide Monitoring

TECHNICAL SKILLS

- Dentrix
- Eaglesoft
- Open Dental
- Dexis
- X Ray Vision
- Soredex
- Quickbooks
- Microsoft Word, Excel, Teams, and Outlook
- Google Sheets and Gmail
- Zoom
- Canvas
- Facebook
- Instagram
- LinkedIn

PROFESSIONAL ATTRIBUTES

- Active and compassionate listener
- Highly organized and detail oriented
- Ability to adapt to changing priorities
- Exceptional patient care
- Commitment to teamwork
- Positive mindset
- Calm under pressure

ABOUT ME

Highly experienced Registered Dental Assistant with over 20 years of experience seeking a position that will allow for the contribution of current skills while shifting focus to practice management and administrative support. Experience includes, practice management, hiring and training, scheduling, budgeting, hands on dental procedural care, radiology, insurance claims, assisting dentists, digital imaging, and patient record keeping. Additional experience includes treatment room preparation and instrument sterilization, treatment plan presentations, account receivables, deposits, and providing exceptional patient care.

PROFESSIONAL SKILL PROFILE

- Registered dental assistant
- Digital imaging
- Dental instructor
- Dental policies and procedures
- Radiology
- Nitrous oxide monitoring
- Practice management
- HIPAA Regulations
- Knowledge of OSHA and CDC compliance
- Insurance coordination
- Medical record keeping
- Bookkeeping
- Scheduling
- Inventory control
- Hiring, training, and mentoring
- A/R, deposits, and invoicing

EXPERIENCE

REGISTERED DENTAL ASSISTANT

Pearl Periodontics, Boerne, TX | 2026-Current

- Responsible for scheduling appointments, confirming patient appointments, coordinating referrals, and assisting with front office duties as needed.
- Coordinates patient care with dentist, laboratories, and insurance companies.
- Greets patients, reviews patient medical histories, updates health records, and helps patients feel comfortable.
- Documents treatment notes in electronic dental records and maintains patient confidentiality in accordance with HIPAA regulations.

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- Prepares treatment rooms by sterilizing instruments, setting up trays, and ensuring all equipment is ready before each procedure.
- Takes and processes digital dental radiographs (X-rays) while following radiation safety guidelines.
- Takes patient dental impressions.
- Assists dentists during procedures by passing instruments, operating suction equipment, maintaining a clear field of vision, mixing dental materials, and anticipating the dentist's needs.
- Clean, disinfects, and sterilizes instruments and treatment areas in compliance with OSHA, CDC, and infection control standards.
- Manages inventory such as ordering dental supplies, monitoring stock levels, and ensuring equipment is properly maintained.
- Educates patients on proper oral hygiene, post-operative instructions, home care, and preventive dental practices.
- Responds calmly and efficiently during dental emergencies while helping maintain a safe environment for patients and staff.

DENTAL ASSISTANT INSTRUCTOR (SUBSTITUTE)

Concorde Career College, San Antonio, TX | 2019–Current

- Prepares lessons and instructions for students.
- Instructs students in patient care, taking dental impressions, healthy history data collection, taking x-rays, dental terminology, anatomy, infection control, chairside assisting, compliance, OSHA standard precautions, and dental office procedures.
- Maintains student academic records according to school's policy and procedures.
- Evaluates students' progress to promote student learning through written exams and clinical skill assessments.
- Performs clinical competency evaluations.
- Assists students with job placements.
- Collaborates with other faculty, program directors, and clinical offices where students serve as externs to verify certification requirements are being met.

REGISTERED DENTAL ASSISTANT

Aspen Dental, San Antonio, TX | 2023–2026

- Responsible for scheduling appointments, confirming patient appointments, coordinating referrals, practice budgeting, and assisting with front office duties as needed.
- Coordinates patient care with dentist, laboratories, and insurance companies.
- Greets patients, reviews patient medical histories, updates health records, and helps patients feel comfortable.
- Documents treatment notes in electronic dental records and maintains patient confidentiality in accordance with HIPAA regulations.
- Prepares treatment rooms by sterilizing instruments, setting up trays, and ensuring all equipment is ready before each procedure.
- Takes and processes digital dental radiographs (X-rays) while following radiation safety guidelines.
- Takes patient dental impressions.
- Assists dentists during procedures by passing instruments, operating suction equipment, maintaining a clear field of vision, mixing dental materials, and anticipating the dentist's needs.

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- Clean, disinfects, and sterilizes instruments and treatment areas in compliance with OSHA, CDC, and infection control standards.
- Manages inventory such as ordering dental supplies, monitoring stock levels, and ensuring equipment is properly maintained.
- Educates patients on proper oral hygiene, post-operative instructions, home care, and preventive dental practices.
- Responds calmly and efficiently during dental emergencies while helping maintain a safe environment for patients and staff.

DENTAL ASSISTANT INSTRUCTOR

Dental Assisting School of Texas, Boerne, TX | 2022-2025

- Prepared lessons and instructions for students.
- Instructed students in patient care, taking dental impressions, healthy history data collection, taking x-rays, dental terminology, anatomy, infection control, chairside assisting, compliance, OSHA standard precautions, and dental office procedures.
- Maintained student academic records according to school's policy and procedures.
- Evaluated students' progress to promote student learning through written exams and clinical skill assessments.
- Performed clinical competency evaluations.
- Assisted students with job placements.

REGISTERED DENTAL ASSISTANT & OFFICE MANAGER

VanDeWalle Family Dentistry , San Antonio, TX | 2005-2019

- Provided chairside assisting including crowns, bridges, extractions, implants, fillings, and clear aligners.
- Responsible for scheduling for multiple doctors and hygienists.
- Practice management responsibilities included hiring, process oversight, and training of new employees.
- Provided treatment plan case presentations.
- Coordinated insurance claims, narratives, appeals, dental and medical claims, processed account receivables, made daily deposits, and budgeting.
- Provided technical support, workstation troubleshooting, and practice software.

References available upon request