

LORRAINE CABRERA



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Poteet, TX 78065



[Bold Profile](#)

PROFESSIONAL SUMMARY

Dynamic office management and administration professional with a proven track record of optimizing productivity, efficiency, and service quality in diverse environments. Recognized for dependability, ethical standards, and reliability, blending advanced organizational skills with technical expertise and business acumen to drive success. Adept at collaborating with cross-functional teams to ensure operational excellence and elevate service standards. Committed to fostering a positive work environment that supports team growth and enhances overall performance.

EDUCATION

Palo Alto College

San Antonio, TX • Expected in 05/2026

Associate's degree: Business Management

Oceanside High School

Oceanside, CA • 06/2016

High school or equivalent

CERTIFICATIONS

Driver's License

SKILLS

- Payroll
- Dental Receptionist
- Office management
- Word
- Scheduling
- Inventory
- Insurance Verification
- Spanish
- Front Desk
- Office Administration
- Accounts Payable
- Cash handling
- Microsoft Word
- Supervising experience

WORK HISTORY

Villa Dental - Office Manager

San Antonio, US • 04/2023 - Current

- Present treatment plans and help educate patients
- Open Dental knowledge
- Collect payment and maintain petty cash log
- A/R reports / calling patients to collect balances.
- Received EOB's and enter insurance payments accordingly to each accounts
- Insurance claims
- Greeting patients
- Checking out patients
- Insurance verification
- Training new employees
- End of month mail statement
- Create weekly work schedule
- Maintain monthly goals

Stone Oak Pediatric Dentistry - Treatment Coordinator/ Insurance Coordinator

San Antonio, US • 11/2022 - 04/2023

- Responsible for scheduling all doctor and hygiene treatment appointments for multiple providers
- Present treatment plans
- Assisted patients with any dental or billing concerns.
- Verified PPO dental insurance (online or by phone)
- Entered new dental plans in the system and updated any existing plans (ex: annual max, percentage coverage and deductible changes)
- Dentrix knowledge
- Collected payment from patients
- Performed front desk duties and checked in patients
- Call to confirm appointments
- Make sure all forms are up to date and see if any patients need updated paperwork

- Communicated daily with hygiene coordinator to insure productive schedule

Ferris Orthodontics - Scheduling Coordinator

San Antonio, US • 07/2021 - 08/2022

- Daily telephone and/or email interactions with patients and different dental offices
- Complete end of day reports
- Greet patients
- Assisted in delivering essix/hawley retainers
- Turning over chairs
- Run weekly/monthly reports to manage recall patients
- Daily scheduling of both new and existing patients
- Present treatment plans and financials
- Collect payment

LEE DENTAL CENTERS - Specialty Manager

San Antonio, US • 07/2019 - 06/2021

- Manage 4 doctors schedule at a time
- Educate patients
- Scheduling appointments
- Discuss financials with patients
- Pull reports and monthly updates
- Manage 5 employees under the specialty department
- Orthodontics, Endodontics, Oral Surgery, and Periodontics experience
- Maintain monthly goal success
- Handled day-to-day operations
- Set schedules

Dr. Molar Family Dentistry - Patient Care Coordinator

Carlsbad, US • 01/2019 - 07/2019

- Greeted patients
- Scheduled patients
- Discussed financials
- Verified PPO insurances
- Pulled charts for the week and stayed prepared
- Answered phones
- Called to confirm appointments

LEE DENTAL CENTERS - Receptionist/Office Manager

San Antonio, US • 06/2016 - 12/2018

- Front office
- Greeted patients
- Checked in patients for their appointments
- Answered all patient questions
- Made appointments
- Made copies and scanned documents
- Handled prescription orders
- Maintained office records
- In charged of over 15 employees at once
- Managed 5-7 providers a day
- Managed employe hours and time requests off

PERSONAL INFORMATION

Work Permit: Authorized to work in the US for any employer

LANGUAGES

English



Native or Bilingual

Spanish



Professional Working