

Diane Silva

6522 Camp Bullis Rd Apt 1102
San Antonio, TX 78256
(210) 744 - 1943
Montidianemarie@gmail.com

Summary

10 years of experience in the dental field that include front desk, marketing, dental assisting, managing, and treatment planning. Familiar with Dentrix, Curve, Eaglesoft and OpenDental softwares.

Experience

January 2024 - Present

Arbor Oaks Dental/MB2 Dental - Austin, TX/San Antonio, TX - *Treatment Coordinator to Remote Insurance Coordinator*

- Treatment Coordinator - Verified insurances, scheduled appointments, attached insurance plans, collected payments, answered phones, sent claims, presented treatment plans and referrals to patients, presented invisalign quotes, sent preauthorizations for necessary treatment, and managed returning treatments.
- Remote Insurance Coordinator - Verified insurances, attached insurance plans, retrieved fee schedules, updated fee schedules within software, adjusted accounts as necessary and followed up with pending claims.

September 2022 - December 2023

Smile Haus - Arboretum, Austin, TX - *Insurance Coordinator*

- Verified insurances, scheduled appointments, attached insurance plans, collected payments, answered phones, sent claims, presented treatment plans and referrals to patients, presented invisalign quotes, sent preauthorizations for necessary treatment, and managed returning treatments.

April 2017 - August 2022

Smile Kings Dental and Orthodontics, San Antonio, TX - *Treatment Coordinator/Assistant Manager*

- Dental Assistant - Gained experience assisting chairside, in exams, treatment planning, taking impressions, pouring up models, and making bleach trays.
- Front Desk - Verified private insurances and medicaid, scheduled appointments, attached insurance plans, collected payments, and answered phones.
- Treatment Coordinator/Assistant Manager - Treatment planned priority treatment to lower priority treatment, presented treatment plans and referrals to patients, presented orthodontic quotes and contracts for payment plans, managed collections and account balances, managed the office (if office manager was absent), delegated tasks to office leads, sent preauthorizations for necessary treatment, managed returning treatments, assisted in hiring potential staff, paid

office bills, distributed pay checks to staff, assisted in creating staff schedules and managed the office social media accounts.

- Major Accomplishments
 - Mastered 3 types of positions in the office to be more versatile and help where needed
 - Won Employee of the Month in October 2017
 - Won 'Best Customer Service' at office award ceremony

October 2016 - March 2017

Rio Dental, San Antonio, TX - *Dental Assistant/Marketing Coordinator*

- Built relationships with other businesses to set up marketing events. Answered emails and phones regarding payment for events, vendor forms, or event information.

Education

August 2026 - Present

Palo Alto College, San Antonio, TX - *Pursuing Dental Hygiene Degree*

August 2016 - November 2016

San Antonio Dental Assistant School, San Antonio, TX - *RDA*

August 2008 - June 2012

J. Frank Dobie High School, Houston, TX - *Diploma*

References

Iazmyne Marin - Office Manager at Smile Kings Dental (210) 860 - 6833
 Amanda Monfredi - Front Desk Lead at Arbor Oaks Dental (253) 548 - 5374
 Cynthia Martinez - Office Manager at SmileHaus/Arbor Oaks Dental (512) 635 - 7390