

KATIE MOUILLE

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PROFESSIONAL SUMMARY

I excel at turning treatment recommendations into accepted treatment plans by building patient trust, overcoming financial barriers, and finding personalized solutions that make comprehensive dental care possible—because my goal isn't just to present treatment, it's to help patients say yes to the care they need and see it through to completion. Results-driven office manager and administrative professional with experience leading teams, improving operations, coordinating patient services, handling confidential records, and maintaining accurate data. Adaptable leader with strengths transferable to healthcare administration, medical reception, data entry, and management across industries.

CORE SKILLS

Team leadership, coaching, hiring and training • Staff scheduling, workflow coordination and performance improvement • Office management, process improvement and problem-solving • Patient relations, treatment presentation and financial discussions • Medical and dental front desk reception, multiline phones and appointment scheduling • Accurate data entry, record updates, documentation and file management • Confidential information and records handling • Billing, insurance claims, payment posting and account reconciliation • Microsoft Office, Excel, Dentrix and QuickBooks • Customer service, conflict resolution and multitasking in fast-paced settings • Quick adoption of computer systems; independent and collaborative work

PROFESSIONAL EXPERIENCE

6 to 9 Dental — Treatment Coordinator / Office Manager | October 2025 – Present

- Hired as a Treatment Coordinator and promoted to Office Manager within weeks in recognition of strong work ethic, leadership skills, and improvements to office operations.
- Helped substantially increase production at a same-day treatment practice, supporting growth from one doctor scheduled per day to two doctors on nearly every day.
- Supported expanded patient access through evening doctor coverage and extended office hours, while overseeing scheduling, staff training, patient experience, treatment coordination, and financial presentations.
- Lead daily team operations, coordinate coverage and priorities, coach staff, address workflow challenges, and implement improvements to support efficient service and business growth.

Crownridge Dental — Treatment Coordinator | May 2025 – October 2025

- Presented recommended treatment plans and discussed costs, insurance estimates, and available financial arrangements with patients.
- Coordinated treatment scheduling, patient communications, and follow-up with clinical and front-office teams.

Dental Republic — Claims Manager / Multi-Office Operations Support | January 2024 – August 2025

- Processed and tracked insurance claims for seven locations, submitted documentation, reconciled payments, and resolved denials and underpayments.
- Continued overseeing the established San Antonio and Austin offices while processing claims for seven locations and supporting staff and operations throughout the organization.

Dental Republic — Regional Manager / San Antonio Office Manager | February 2021 – December 2023

- Oversaw one established office in San Antonio and one in Austin, while a new Round Rock office was being established; coordinated staff, performance, and daily operations across the two active locations.
- Simultaneously served as San Antonio Office Manager and handled treatment coordination, patient financial discussions, and treatment acceptance.

Dental Republic — Office Manager / Treatment Coordination | July 2018 – February 2021

- Managed the San Antonio practice, including staff supervision, hiring, training, scheduling, patient services, and operational performance.
- Handled treatment presentation and financial arrangements as part of the Office Manager role; the practice did not have a separate Treatment Coordinator position.

Comfort Dental Braces — Dental Assistant / Marketing Coordinator & Appointment Scheduler | June 2017 – July 2018

- Scheduled appointments and consultations, greeted patients, supported orthodontic procedures, and obtained dental imaging.
- Prepared and sterilized instruments, maintained operatories, and documented patient visits.
- Coordinated and set up community marketing events, including outreach at Gold's Gym, school demonstrations, and other local events to promote the practice and engage prospective patients.

Dental Republic — Lead Dental Assistant | March 2017 – July 2017

- Assisted in restorative, surgical, endodontic, and orthodontic procedures; maintained patient records and X-rays.
- Organized supplies, prepared procedure trays, and supported instrument sterilization and operator turnover.

EARLIER EXPERIENCE

Esplanade Gardens — Receptionist / Medication Aide | June 2013 – November 2014

- Managed multiline telephone calls; greeted visitors, relayed messages, and supported professional front-desk service.
- Performed data entry, recordkeeping, filing, mail distribution, faxing, photocopying, and other administrative duties.
- Supported medication-aide responsibilities and documentation while maintaining discretion with resident information.

All Disaster Claims — Secretary / Assistant Bookkeeper | October 2015 – March 2016

- Scheduled appointments, answered phones, entered information into computer systems and QuickBooks, and organized office records.

Babies R Us — Cashier / COSA Assistant | December 2011 – March 2012

- Assisted customers, processed purchases, balanced registers and safes, and completed banking documentation.

EDUCATION & PROFESSIONAL DEVELOPMENT

UT Health — Registered Dental Assistant (RDA) course, March 2017

Northwest Vista College — 37+ college credit hours, including computer coursework; GPA 3.08 (August 2012)

Steele High School — High School Diploma, Schertz, TX (May 2009)

Additional training: CPR training; MGE Case Acceptance; DDS Success Treatment Coordinator training; Markus workshops

VOLUNTEER EXPERIENCE

Junior Achievement — 16+ volunteer hours teaching second-grade classroom lessons.