

## Stacy Jones

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**Objective:** Interested in finding a job as a Dental Manager, in a reputed Hospital/Dental Clinic where I would be able to enhance my knowledge and skills and implement what I have learned.

### Experience:

Riverside Dental Health Center New York  
**Dental Manager** 3/3/2009 to Present

- Researched, compiled, and prepared reports, manuals, correspondence, and other information required by management and governmental agencies.
- Provided employees with guidance in handling difficult and complex problems, and in resolving escalated complaints and disputes.
- Participated in the work of subordinates in order to facilitate productivity and to overcome difficult aspects of work.
- Planned layouts of stockrooms, warehouses, and other storage areas, considering turnover, size, weight, and related factors pertaining to items stored.
- Designed, implemented, and evaluated staff training and development programs, customer service initiatives, and performance measurement criteria.
- Computed figures such as balances, totals, and commissions.
- Analyzed financial activities of establishments and departments, and provided input into budget planning and preparation processes.
- Trained and instructed employees in job duties and company policies, and arranged for training to be provided.
- Developed and updated procedures, policies, and standards.
- Coordinated activities with other supervisory personnel, and with other work units and departments.
- Discussed work problems and grievances with union representatives.
- Made recommendations to management concerning such issues as staffing decisions and procedural changes.
- Maintained records pertaining to inventory, personnel, orders, supplies, and machine maintenance.
- Planned for and coordinated office services such as equipment and supply acquisition and organization, disposal of assets, relocation, parking, maintenance, and security services.

St. John Health Center New York  
**Dental Office Manager** 3/3/2007 to 3/3/2009

- Responsible for creating new paperless dental practice by creating a computerized office work flow .
- Set up computer network using Dentrix 11.0 and Dentrix Image 3.0.
- Managed dental practice management software.
- Responsible for creating marketing brochures and material to attract new patients
- Responsible for managing office correspondence, filing, copying, scheduling appointments.
- Responsible for creating treatment plans for patients.
- Presented financing options for patient using the Dental Fee Plan or Care Credit.
- Maintained patient records and accounts.
- Managed and Created claims and statements for insurance and patient billing.
- Reviewed and maintained insurance and patient aging reports.
- Entered patient and insurance payments on ledger
- Maintained daily deposit.
- Conduct insurance and patient account collection procedures.
- Managed recruitment of new employees.
- Created training modules for new employees.
- Responsible for maintaining working relationships with vendors, doctor and specialists.

Dr. Smiths Dental Clinic

New York

**Office Manager**

3/3/2005 to 3/3/2007

- Supervised the daily operation of the dental clinic.
- Managed Financials of the dental clinic.
- Managed IT, and human resource aspects of business.
- Responsible for recruitment and training of new office staff
- Responsible for mentoring new office staff and helping them learn their roles and responsibilities.
- Creating and analysing reports.
- Managing insurance reports and patient information in regards with insurance claims.
- Managing and maintaining office supplies.

**Education:**

Sunnydale High School

New York

**High School Diploma**

2000

State University of New York

New York

**Bachelors of Commerce**

2004

State University of New York

New York

**Masters of Business Administration**

2007

**References:** Available upon request