

**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:**

3/3/2009  
to Present

**Riverside Dental Health Center**

**New York**

*Dental Manager*

- ◇ 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.

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**St. John Health Center**

**New York**

to 3/3/2009

*Dental Office Manager*

- ◇ 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.

3/3/2005

**Dr. Smiths Dental Clinic**

**New York**

to 3/3/2007

*Office Manager*

- ◇ 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**  
*Masters of Business Administration*

**New York**  
2007

**References:** Available upon request