

Stacy Jones

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123 Parkway drive ♦ New York

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.

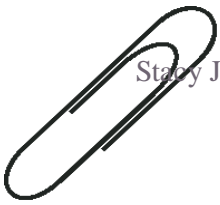
Experience: **Riverside Dental Health Center** **New York**
Dental Manager 3/3/2009 to Present

- ♦ 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.

< *Your Profession* >



- ◇ 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