

Mary Smith, C.D.A., R.D.H.
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Seasoned practice administrator with more than 30 years experience with two established dental practices. Experience includes managing multiple offices for a single practice, training new employees, and managing an experienced staff. Particular skills and abilities include:

- *Patient Management*
- *Relationship Building*
- *Inventory Management*
- *Process re-design*
- *Public Relations*
- *Communications*
- *Problem Solving*
- *Public Speaking*
- *Meeting Management*
- *Office Maintenance*

PROFESSIONAL ACCOMPLISHMENTS

- Developed five different office brochures for various public relations usage
- Established training programs to advance knowledge and clinical skill levels of doctors and staff
- Designed and implemented a new practice logo
- Designed advertising layout for the Yellow Pages
- Created all administrative, business, and patient oriented letters for the practice
- Created and published "Global Dental Coloring Book" for young patients
- Featured in the member profile pages of *The Observer*, the national publication for the American Association of Dental Office Managers, Spring 2007 issue

CAREER HISTORY

Global Dental, Anytown, NY
Practice Administrator

1989 to Present

Administer dental practice consisting of two offices with a staff of thirty (doctors, front staff and dental auxiliary). Activities include:

- Supervision of front office staff as well as dental assistants, directing departmental activities in accordance with accepted national standards and administrative policies
- Conferring with practice owners to formulate policies and recommend procedural changes
- Implementation of procedures for hiring of professional staff
- Establishing office policy
- Approval of all hiring and promotion of staff members
- Establishing work schedules and assignment of staff members to duty stations in order to maximize efficient use of staff
- Observing and assisting staff members at work to ensure safe and ethical practices and to solve problems and demonstrate techniques
- Mediation of issues within office staff
- Development of office manuals
- Preparation of budget and statistical reports used to justify expenditures for equipment, supplies, and personnel

Global Dental (continued)

- Maintenance of latest OSHA regulations and requirements
- Training all employees in computer software programs including, but not limited to, Soft Dent, ComputerAge Dentist, Easy Dental, Microsoft Word, Excel, Power Point, Outlook, Ami Pro, Print Artist, Microsoft Publisher, Internet Explorer, Netscape, and Windows (XP, ME, 2000, 98, and 95)
- Training of new employees in standard office procedures, as well as HIPAA and OSHA regulations
- Ordering all dental and office supplies
- Filing of Managed Care applications and necessary credentialing papers with insurance companies
- Compilation and organization of all MSDS reports
- Managing all billing and collection agency reports
- Organizing office checking account through Quick Books and Quicken computer software program; set up all income and expense categories, create bar graphs and pie charts for accountants' use
- Representing the office at various health fairs and elementary schools, demonstrating proper dental hygiene procedures
- Development of brochures, bulletin board with various newspaper and dental journal articles, posters, and cartoons used for patient education
- Serving as contact for all detail sales personnel
- Diplomatically managing difficult patients on the telephone or within the office
- On-call for after hours and weekend teleconferencing with practice owners

Workshop Leader**1985 to Present**

"How To Talk So Kids Will Listen and Listen So Kids Will Talk"

- Six week lecture/workshop series designed to help parents more effectively communicate with their children
- Services have been in demand by various PTA's, school district continuing education programs, corporations, church groups, and private sectors in the Nassau, Suffolk, and Queens area for the past twenty-two years

Joseph Happy, DDS, Centerville, NY**1969 to 1975*****Dental Assistant/Receptionist/Office Manager***

- All aspects of four handed dentistry
- Answered phones, scheduled appointments
- Ordered supplies

EDUCATION/DESIGNATIONS

Bachelor of Science, Dental Hygiene, SUNY Farmingdale, NY

Certified Dental Assistant, University of Chapel Hill, NC

Correspondence course offered by Johnson County Tenth District Dental Society

OTHER

Trustee, Anytown Public Schools Board of Education 1999-2002

President Anytown High School Band Parents' Association 1990-1996

Religious Education Instructor 1969-1998

Various offices held in PTA units 1982-1994