

## Mary Smith, C.D.A., R.D.H.

marysmith@email.com

104 Main Street  
Anytown, NY 11111

Home (555) 555-5555  
Cell: (555) 555-5555

**Objective:** Dental Practice Administrator

### Career Highlights:

Extremely well-organized and efficient. Self starter. Able to develop and implement new systems when necessary. Superior communication skills. Strong managerial experience. Versatile in problem solving. Capable of handling multiple projects concurrently. Quickly learn procedures and methods. Excellent public relations and patient contact ability.

**Experience:** General 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).
- Supervise front office staff as well as dental assistants. Direct departmental activities in accordance with accepted national standards and administrative policies.
- Confer with practice owners to formulate policies and recommend procedural changes.
- Establish training programs to advance knowledge and clinical skill levels of doctors and staff.
- Implement procedures for hiring of professional staff and approve hiring and promotion of staff members.
- Establish work schedules and assign staff members to duty stations in order to maximize efficient use of staff.
- Observe and assist staff members at work to ensure safe and ethical practices and to solve problems and demonstrate techniques.
- Confer with practice owners to submit budget and statistical reports used to justify expenditures for equipment, supplies, and personnel.
- Create agendas for AND oversee staff meetings.
- Implement computerized appointment book.
- Design spreadsheet for dental assistants' monthly schedule.
- Maintain updates of latest OSHA regulations and requirements.
- Train 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).
- Order and inventory all dental and office supplies.
- Train new employees in standard office procedure, HIPAA and OSHA regulations.

- Develop office manuals and establish policy.
- File Managed Care applications and necessary credentialing papers with insurance companies.
- Compile and organize MSDS reports.
- Manage billing and collection agency reports, send out statements, process aging reports.
- Organized 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.
- Created five different office brochures for various public relations usage.
- Compose all administrative, business, and patient oriented letters.
- Represent the office at various health fairs and elementary schools, demonstrating proper dental hygiene procedures.
- Supervise patient education via brochures, bulletin board with various newspaper and dental journal articles, posters, and cartoons.
- Created "General Dental Coloring Book" for young patients.
- Implemented seasonal office decorations to help create a caring atmosphere for patients.
- Introduced video tapes in the reception area and audio tapes (aka "Walkman") players for apprehensive patients.
- Versatile technical and mechanical skills enable me to repair plumbing, spackle walls, hang shelves, and repair various dental, office, and computer equipment.
- Contact for all detail sales personnel.
- Designed advertising layout for Yellow Pages.
- Designed and implemented new General Dental.
- Diplomatically manage difficult patients on the telephone or within the office.
- Mediate concerns within office staff.
- On-call for after hours and weekend teleconferencing with practice owners.

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

**Workshop leader**

1985 to present

- Six week lecture/workshop series designed to help parents more effectively communicate with their children.
- Services have been in command 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-one years.

Joseph Happy, DDS

Centerville, NY

**Dental Assistant/Receptionist/Office Manager**

1969 to 1975

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

**Education:** SUNY Farmingdale Farmingdale, NY  
**Bachelor of Science, Dental Hygiene** 1973

University of Chapel Hill Chapel Hill, NC  
**Certified Dental Assistant** 1971  
Correspondence course offered by Johnson County Tenth District Dental Society.

**Community Activities:**

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

**References:** Available upon request