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September 13 at 15:39
Status:       

tinathomas525252@aol.com send email

I would absolutely love an opportunity to get into this career

Tina Thomas
3205 Warren Creek DR, GA 30127 • 4049340417 • TinaThomas525252@aol.com
Professional Summary
A highly energetic, team oriented associate seeking to obtain a position, which will allow for professional development and growth. Self motivated with the ability to multi task achieving results in a timely manner. Possesses strong communication and interpersonal skills. Skills
Familiarity with dental office procedures
Understanding of insurance,billing, and
payment including proper procedure codes
Responsiveness and sensitivity to patient needs
Promoting a safe productive work
environment
Disciplining staff as needed, and terminating
staff employment when necessary
Anticipating, planning, and budgeting
inventory needs
Knowledge of MS office application
Adhering to highest standards of performance
and behavior
A team player that's willing to pitch in with all
aspects of the practice management
Professional, well-spoken, friendly and
presentable at all times
Competitive spirit with a strong desire to excel
Punctuality and reliability
Credit and Collections
Operational Support
Setting Up Appointments
Expense Reporting
Staff Training
Leadership and Change Management
Error Resolution
Handling Complaints
Meeting Coordination and Support
File and Data Retrieval Systems
Shortage Control
Employee Performance Evaluations
Office Supplies and Inventory
Managing Public Relations
Managing Deadlines
Enforce Policies
Employee Supervision
Employee Paperwork
Clerical Support
Budgeting
Human Resources
Billing and Invoicing
Workflow Optimization
Operational Requirements
Accounts Payable and Receivable
Work History
Assistant Office Manager, 05/2015 to Current
Acworth Center For Family Dentistry – 3466 Cobb Parkway Suite 170 Acworth GA 30101 Answers phone, schedules, and confirms appointments and surgeries Coordinates with departments to ensure that the patient is offered optimal services Greets all patients in a pleasant manner and assist them by resolving all their inquiries Maintains a record of the patients with the necessary personal and medical information Ensures that work space is always cleaned and organized Maintains patient check in and check out
Accurately files patient insurance in a timely manner Filing and routine chart maintenance
Aware of updated dental coding
Office ordering and inventory maintenance and budgeting Treatment coordinating and treatment plan delivery Works the patient call list and fills in appointment opening to maintain office goals Complete patient paperwork and scans in necessary documents Reconciles open balances, and collections of account receivables Works outstanding insurance reports to insure we are paid promptly and accurately by the insurance companies
Exceptional customer service skills, and communication skills with staff and patients Processes all electronic claims for a fast-paced office Assist in training other staff members to work accurately and confidently Recruit,hire, and develop office teams and training Maximize practice revenue
Created and updated physical records and digital files to maintain current, accurate, and compliant documentation.
Transferred and directed phone calls, guests, and mail to correct staff members. Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
Delivered top-notch administrative support to office staff, promoting excellence in office operations.
Sorted, opened, and routed mail and deliveries to meet business requirements. Recorded expenses and maintained accounting records. Created and updated records and files to maintain document compliance. Optimized office schedule to balance team workloads, group productivity and financial targets. Offered technical support and troubleshot issues to enhance office productivity. Managed accurate and fully compliant AP/AR operations by documenting expenses, reconciling accounts and correcting discrepancies.
Authored business documents to organize and emphasize information quickly and effectively. Conferred with insurance company representatives to expedite payments and resolve filing issues, keeping aging balances low and office finances strong. Delivered performance reviews, recommending additional training or advancements. Coordinated board and committee meetings, schedules, information preparation and distribution. Communicated corporate objectives to various divisions to meet deadlines and adhere to company budgets.
Analyzed data related to administrative costs and spending trends to prepare budgets for personnel.
Identified communication channels to set roadmap to distribute information. Dental Insurance Coordinator, 09/2009 to 05/2015
Dentfirst Dental Care – 2697 Springs RD Smyrna GA 30080 Handled account payments and provided information regarding outstanding balances Audited and corrected billing and posting documents for accuracy Maintained accurate records of customer payments
Used data entry skills to accurately document and input statements Produced and mailed monthly statements to customers and assisted with related requests for information and clarification
Processed payment via telephone and in person with focus on accuracy and efficiency Monitored outstanding invoices and performed collections duties Responded to customer concerns and questions on daily basis Utilized various software programs to process customer payments Reconciled accounts receivable to general ledger
Entered invoices requiring payment and disbursed amounts via check, electronic transfer or bank draft
Generated monthly billing and posting reports for management review Generated accounts payable reports for management review to aid in financial and business decision making
Collaborated with customers to resolve disputes
Created improved filing system to maintain secure client data Verified accuracy of accounts payable payments, resulting in [90% reduction in payment errors and check reissues
Answered phones, schedules,and confirms appointments and surgeries Coordinated with other departments to ensure that the patient was offered optimal services Ensure work space was cleaned and organized
Accurately filed patient insurance claims electronically and paper claims in a timely manner meeting any deadlines
Full awareness and trained staff to be aware of clauses and waiting periods on plans Gathered necessary narratives and additional information and correspondence to resolve issues with insurance claims
Dental Office Manager, 08/2003 to 09/2009
Dr. Charles C. Dimling – 3939 Roswell RD Suite 105 Marietta, GA 30062 Prepared insurance claim forms, explained benefits, and outlined pricing details for procedures and services.
Maintained patient data with required regulatory chart documents, personal information and treatment consultation documentation.
Oversaw facilities and equipment cleanliness and safety for optimal patient protections. Supervised and led team of dental hygienists and support staff of [12]. Increased and stimulated new patient growth by supporting sales, marketing and promotional programs.
Reviewed flash reports, prepared bank deposits and posted daily revenues to stay on top of administrative demands.
Achieved revenue goals with successful management of patient scheduling, receivables and miscellaneous operations expenses.
Managed office within budget guidelines for clerical and auxiliary supply purchases, equipment upgrades and labor costs.
Recruited, hired and developed office teams to offer best-in-class patient care. Executed operational standards flawlessly in full compliance with established policies, procedures and government regulations.
Maintained professional demeanor by staying calm when addressing unhappy or angry customers. Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
Established team priorities, maintained schedules and monitored performance. Trained personnel in equipment maintenance and enforced participation in exercises focused on developing key skills.
Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.
Successfully managed budgets and allocated resources to maximize productivity and profitability. Recruited, interviewed and hired employees and implemented mentoring program to promote positive feedback and engagement.
Evaluated employee performance and conveyed constructive feedback to improve skills. Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success.
Assisted in organizing and overseeing assignments to drive operational excellence. Improved staffing during busy periods by creating employee schedules and monitoring call-outs. Defined clear targets and objectives and communicated to other team members. Launched quality assurance practices for each phase of development Set aggressive targets for employees to drive company success and strengthen motivation. Identified and communicated customer needs to supply chain capacity and quality teams. Effectively managing the day-to-day operations in the dental office Managing office budget
Recruiting,hiring, and developing office teams
Education
High School Diploma: 05/2022
Osborne High School - Marietta, GA