

Anna Kinsella
75 Putter Dr.
Palm Coast, FL 32164
720-288-4980 Cell /Home
Anna1hbk@hotmail.com

Professional Summary

Motivated and organized individual seeking an Administrative position astutely performing a variety of functions ranging from, managing operations: Supporting team members, while expanding clientele using professional communication, excellent cooperation, and customer service skills. Adept at working in fast-paced environments, while ensuring efficient office operations. Interested in working for an organization that provides opportunities for advance.

Core Qualifications

- Strong ability to perform a variety of clerical and administrative tasks.
- Remarkable ability to coordinate office activities in an orderly fashion.
- Ability to work well with people in a variety of settings.
- Solid communications abilities.
- Excellent interpersonal skills.
- Time management skills.
- Customer service skills.
- Commitment and drive.
- Self-starter (willing to take initiative rather than waiting to be told what to do)
- Perform well under pressure

Experience

11/2020 to present

St. Augustine, FL

St. Johns Family Dentistry- North American Dental Group

Contact information upon request

Office Manager

- Utilize P&L metrics, Power BI dashboards to drive clinical performance
- Manage budgets and production expectations.
- Help coordinate and facilitate superior patient care and service by making patient satisfaction a priority
- Ensure bank deposits are protected and made in a timely manner according to established guidelines and protocols; monitor, protect, and verify petty cash funds
- Assist the local managing dentist with developing, implementing, and achieving clinical and financial targets
- Daily huddle with full staff and regularly scheduled provider and team meetings to continually share company initiatives, provide information, and teach or coach team members
- Partner with the local managing dentist to provide consistent office leadership
- Support patient flow, help coordinate and facilitate superior patient care and service by making patient satisfaction a priority.
- Maximize budgeted payroll hours by effectively scheduling staff
- Partner with area Regional of Operations to develop and deliver periodic performance evaluations.
- Hire and retain quality talent following hiring procedures and best practices
- Ensure that the staff is trained on current processes policies and procedures
- Develop corrective action/performance improvement plans to ensure performance standards are being met or exceeded
- Manage practice operations and patient flow in an efficient and organized manner
- Submission and follow up on new and aging dental insurance claims
- Complete and submit all payroll and HR related documents in a timely manner
- Follow HIPAA policies and procedures to maintain patient privacy and protect patient information including financial, personal and health information
- Assist in complying with employee related laws, regulations, policies and procedures
- Follow OSHA safety standards.
- Patient treatment coordinating, consulting with patients on treatments and financial assistance, follow up on patient treatment and payment plans.

7/2018 to 7/2020

Yorkville, IL

Manus Dental Yorkville- Chicagoland Smiles Corp.

Leanne Wypych- VP Clinic Operations

312-885-6096

312-274-3334

Office Manager- multiple locations

- Utilize metrics, dashboards, operational checklists and key performance indicators to drive clinical performance, best practices, and successfully manage a practice
- Ensure all budgets and production expectations are met or exceeded, and that financial data and records are balanced
- Help coordinate and facilitate superior patient care and service by making patient satisfaction a priority
- Thoroughly understand the dental support functions of insurance collections and claims, fee schedules, and provider templates
- Ensure bank deposits are protected and made in a timely manner according to established guidelines and protocols; monitor, protect, and verify petty cash funds
- Assist the local managing dentist with developing, implementing, and achieving clinical and financial targets
- Daily huddle with full staff and regularly scheduled provider and team meetings to continually share company initiatives, provide information, and teach or coach team members
- Partner with the local managing dentist to provide consistent office leadership
- Support patient flow and maximize budgeted payroll hours by effectively scheduling staff
- Partner with VP of Operations to develop and deliver periodic performance evaluations
- Hire and retain quality talent following hiring procedures and best practices
- Ensure that the staff is trained on current processes policies and procedures
- Develop corrective action/performance improvement plans to ensure performance standards are being met or exceeded
- Manage practice operations and patient flow in an efficient and organized manner
- Submission and follow up on new and aging dental insurance claims
- Complete and submit all payroll and HR related documents in a timely manner
- Follow HIPAA policies and procedures to maintain patient privacy and protect patient information including financial, personal and health information
- Assist in complying with employee related laws, regulations, policies and procedures
- Follow OSHA safety standards
- Perform additional tasks as assigned to achieve company goals

2/2017 to 02/2018

Aurora, Co
 UC Health ENT Department
 Judith Bryant- Supervising Clinic Office Operations
 720-848-2820

Patient Access Representative- Registrar

- Registering patient's demographics/insurance.
- Scheduling patients.
- Check in and Check out patient.
- Collect payments.
- Referral entry.
- Insurance verification.
- Answering high volume calls.
- Data entry and filing.

10/2016 to 2/2017

Denver, CO
 Career Strategies Temp Agency
 UC Health Colorado Springs
 Eddie Mastronardi- Managing Director
 720-489-1053

Administrative- Account Specialist

- Prepare health facilities to go live in Epic.
- Pull patient records from SRS within the Centrix system and enter into the Epic system.
- Certified Epic training in Rev 100, Rev 200, Rev 300 and Cadence 110: ADT, Cadence, Prelude and Epic Care:
 - Epic scheduling, registration, insurance
 - Epic charge entrée and charge router
 - Epic Super bills

2010-2011

Lone Tree, CO
 Super Target
 Monique Supervisor

Merchandise Stocker Seasonal

- Unload Freight Truck and Stock Merchandise to the floor

2009-2010

Denver, CO

Cherry Creek Oral & Maxillofacial Surgery

Dr. Martin

Oral Surgeon Assistant

- Set up sterol trays and pre-set rooms for surgery.
- Prep patients for surgery.
- Assist surgeon in surgeries, with passing of instruments or implants, keeping patient's throat clear.
- Clean up and break down of rooms.
- Discharging patients with post op. instructions.
- Recording in patient record.
- Checking Patient's at post-op appointments.
- Sterilizing of instruments.

2005 – 2009

Centennial, CO

Comfort Dental Oral Surgery

Dr. Brandon Shultz

Jennifer Brown Office managers

Lead Oral Surgeon Assistant

- Set up sterol trays and pre-set rooms for surgery.
- Hook up patients to vital monitors and prep patients for surgery.
- Assist surgeon in surgeries, with single hand passing of instruments, keeping throat clear and chinning, while monitoring vitals.
- Clean up and break down of surgical rooms and discharging patients.
- Recording in patient files
- Sterilizing of instruments.
- Informing patient's rides of post-op instructions.
- Checking Patient's at post-op appointments.
- Answering phones and scheduling.
- Ordering supplies

2002 - 2006

Englewood, CO

Fair Auto Body

Jim Hern Owner

Office Manager

- Managing a group of 6 employees.
- Accounts receivable, Payable and Payroll
- Answering phones and scheduling Estimates.
- Deliveries and ordering office supplies/parts
- Bank deposit and withdraws.

Education

2021- present University of Phoenix
Master of Business Administration

2012 – 2019 University of Phoenix
Bachelor of Science in Health Administration with a concentration in Health Management

2003 – 2005 CollegeAmerica
Associate of Occupational Studies in Medical Specialties

1996 - 2000 Arapahoe High School
Diploma
Basic studies

Computer skills

- Epic System
- SRS
- Cerner
- CPSI
- Microsoft
 - Word
 - Excel
 - Power point
- Data Entry
- Eaglesoft
- Dentrax
- OpenDental

References:

Jennifer Lumar- Colleague 720-629-1649

Jennbrown1282@gmail.com

Nancy Rivera- Colleague 773-441-9015

Yellowsunshine0121@yahoo.com

Leanne Wypych- VP Operations

312-274-3334

lwypych@esgsniles.com

Dawn Banks- Colleague

720-261-3201

dawnhern@hotmail.com

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Dear Renina Fuller,

I am writing to apply for the position of City of Palm Coast City Manager. I have the skills, capabilities as well as the passion required to perform this job efficiently and eager to utilize the same to maximize efficiency and growth.

I have a positive, can-do attitude, able to communicate well in a positive manner with the consumers and staff to accomplish long-term goals. During the 3 years working as an Office Manager, I accumulated extensive and skills in office management. In addition, I am highly skilled in the daily operations from P&L and KPI reports, reaching daily and monthly goals, in maintaining an appropriate flow of the work needs and assisting in the delivery of service to the consumer.

Furthermore, I have excellent computer knowledge including MS Word, Excel, power point and data entry, with outstanding verbal and written communication skills. Enclosed is my application and resume which gives more details about my qualifications.

As an enthusiastic administrator, I would like to meet you to discuss my qualifications and skills in detail. If you have any questions, please contact me at 720-288-4980, or anna1hbk@hotmail.com.

Thank you for your time and I look forward to meeting with you.

Sincerely,
Anna Hern
720-288-4980
Anna1hbk@hotmail.com

References:

Jennifer Lumar- Colleague 720-629-1649

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Yellowsunshine0121@yahoo.com

Leanne Wypych- VP Operations

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